

# Rockford Police Department



# *Rockford Police Department*

## **2022 Year End Totals**

RockStat January - December 2022		
CATEGORY	2021	2022
Violent Crimes	2,334	2,149
Property Crimes	4,019	3,989
Aggravated Assaults	1,874	1,740
Robbery	255	246
Auto Thefts	477	783
Shots Fired	750	629
Guns Recovered	433	387
Domestic Related Violent Crime Percentage	39.6%	38.2%

### Homicide - January 1, 2022 - December 31, 2022

The map displays the city of Springfield, Massachusetts, with various neighborhoods labeled. The color-coded areas include: School (purple), Central (purple), Auburn (green), Rockwood (green), Spring Creek (green), Alpine (green), Guilford (green), Rural (green), State (light blue), Church (pink), Jefferson (pink), Walnut (pink), Longwood (pink), 1st (pink), 5th (pink), 7th (pink), 8th (pink), Railroad (pink), 11th (pink), 20th (pink), Broadway (pink), Center (pink), Newburg (pink), Charles (pink), Kishwaukee (pink), Harrison (pink), Springfield (pink), Prairie (pink), Main (pink), and U.S. Hwy 20 (pink). The map also shows the Connecticut River and the Springfield Canal. Red star symbols indicate the locations of homicides. A legend in the bottom left corner shows a red star symbol next to the text 'AB\_SF\_Master\_Post'.

# *Rockford Police Department*

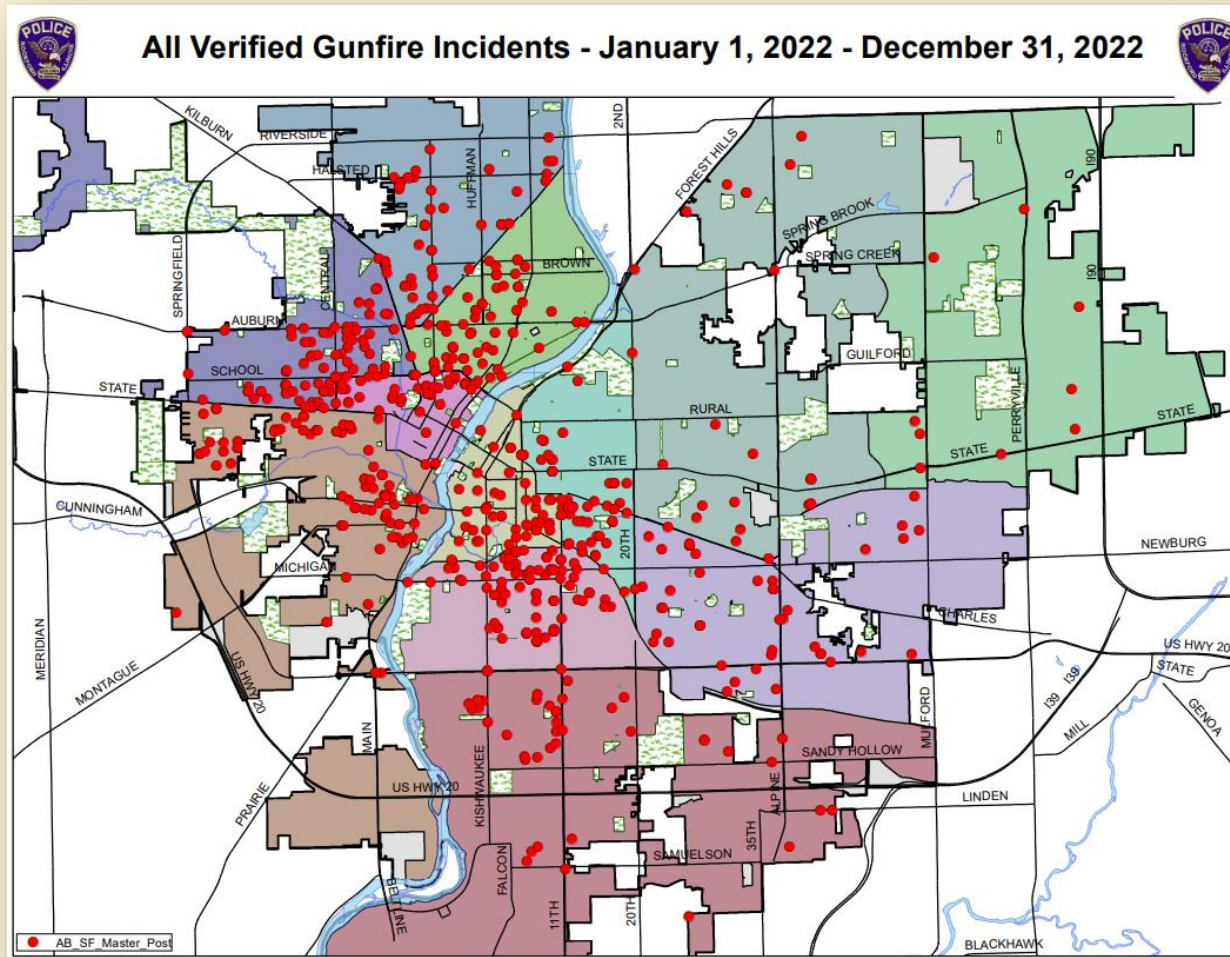
## **Aggravated Battery / Shots Fired 2020 - 2022**

CITY OF ROCKFORD GUNFIRE - DEC 2022					
GUNFIRE	2020	2021	2021 YTD	2022 YTD	% Change
Shot Spotter Calls for Service for Gunfire (8100)	1,009	1,266	1,266	1,029	-18.72%
Calls for Service for Gunfire (1410)	3,078	2,987	2,987	2,492	-16.57%
<b>Calls for Service for Gunfire Total</b>	<b>4,087</b>	<b>4,253</b>	<b>4,253</b>	<b>3,521</b>	<b>-17.21%</b>
Shots Fired Incidents Including Homicide	678	752	752	629	-16.36%
Victims Struck by Gunfire Including Homicide	170	165	165	151	-8.48%
Guns Recovered	281	435	435	387	-11.03%



# Rockford Police Department

## Gunfire Incidents 2022



# *Rockford Police Department*

## **2022 Narcotics Recovered**

	<u>2022*</u>
Cocaine	14,053.26g
Crack Cocaine	1,230.78g
Heroin	309.39g
Cannabis	222,755g
Cannabis Plants	0
Meth (Grams)	113.68g
Meth (Pills)	23

\*These numbers reflect narcotics in evidence at RPD only

# *Rockford Police Department*

## **Central Reporting Unit**

Reports initiated at our Central Reporting Units (all three Districts):

<b><u>2020</u></b>	<b>6,746</b>
<b><u>2021</u></b>	<b>7,233</b>
<b><u>2022</u></b>	<b>7,421</b>

Accident Reports:

<b><u>2020</u></b>	<b>2,506</b>
<b><u>2021</u></b>	<b>2,768</b>
<b><u>2022</u></b>	<b>2,916</b>

# *Rockford Police Department*

## **Training Stats**

### **Mandated Training Hours:**

(Police Training Institute, City School, In-Service Training, and Online Courses)

**36,072**

(This equates to **129.29** per officer in the Rockford Police Department)

### **Specialized Training Hours:**

(SWAT, Bomb Squad, K9, Hostage Negotiations, PSRT, Dignitary Protection, Training Division)

**6,632**

(This was for 94 Officers, which equates to **72.5** hours per Officer)

# *Rockford Police Department*

## **Traffic Stats 2022**

Citations issued = 4,767

Written Warnings issued = 841

TOTAL of 5,608 citations/written warnings

Investigated and Reconstructed 13 Fatal Traffic Accidents

Investigated and Reconstructed 3 Great Bodily Harm  
Accidents

Hit and Run Investigator Freese investigated 172 Hit & Run  
incidents.

# *Rockford Police Department*

## **K9 Information 2022**

The Rockford Police Department has six full-time K9 Teams that operate both day and evening hours. They are commanded by an Administrative Lieutenant.

### **In 2022:**

- 156 tracks completed this year in attempt to locate suspects of crimes.
- Apprehended 74 fleeing/hidden suspects.
- Performed 179 evidence searches and recovered 54 items (not including guns)
- Located and took **36** firearms off of the streets.
- Conducted 46 public K-9 Demonstrations.
- Attended bi-annual K9 Certification.

# *Rockford Police Department*

## **Engagement**

- Crisis Co-Response Team continues to have a positive impact on our citizens. Two Rosecrance mental health clinicians, two Rockford Police detectives, a deputy with the Winnebago County Sheriff's Office, and a Loves Park Police Department officer make up the Crisis Co-Response Team. The goal of CCRT is to identify individuals struggling through a mental health crisis and get help before they enter the jail system.
- Officers Seale and Turner continued to facilitate ROCK House Soccer over the Summer. This program meets every Tuesday, Wednesday, and Thursday, and allows area youth to sharpen their soccer skills, while having positive interactions law-enforcement, and learning life skills such as respect and healthy living. Officer Seale even started a futsal team and they traveled into the suburbs for matches.
- Officer Turner continues "Fresh For Learning" at Five Alarm Laundromat on E. Riverside. RPS205 students and families can do their laundry for FREE every Wednesday evening, courtesy of Molina Healthcare.
- RPD hosts numerous events and activities for the residents and families over at The Grove (across from District 3 on S. New Towne). From movie nights to after school reading to a Christmas party, we continue to engage with our neighbors!

# *Rockford Police Department*

## **Engagement**

- Polar Plunge for Special Olympics
- Alignment Rockford's Middle School Career Fair (ISC)
- Police Week Activities at CherryVale Mall
- Cars & Coffee (Saturdays)
- All Hallow's Eve at Midway Village
- Pumpkins with Police at District 2
- Trunk or Treat (off 7<sup>th</sup> Street in RPS205 parking lot)
- Jaime Cox Memorial Run
- Chief of Police Carla Redd repelled down Supply Core for the Girl Scout's "Over the Edge" Event
- Each month, our Community Services Officers attend Neighborhood Group Meetings (some months there are 12 meetings!)
- Dunkin' Donuts Law Enforcement Torch Run
- Battle of the Badges Blood Drive (RPD in with the win again...and now have one more win than RFD)



# *Rockford Police Department*

## **Engagement**

- Hosted two week-long Public Safety Camps
- Hosted a week long Youth Police Academy for students 13+
- Week-long Basketball Camp at District 2 with dinner and snacks provided
- Hosted RPD Book Drive for families at The Grove (got over 400 books donated)
- Ice Cream Socials at the Strong House on Revell and Irving
- Coffee with Seniors at the Strong House on Irving
- Monthly Neighborhood Block Parties/Clean-ups with City of Rockford groups and other vendors
- Chief Redd spoke with the Women@Amazon group
- St. Patrick's Day Parade Entry
- VFW presented Officer Turner with a Certificate of Appreciation in February
- Kegel Kares donation of coats and other winter wear with Community Engagement officers at Carpenter's Place
- Public Safety Sessions with Chief Redd and Mayor McNamara

# *Rockford Police Department*

## **Engagement**

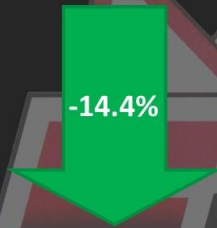
- Homeless Outreach with City of Rockford Human Services
- Hosted a group of students from Ukraine at District 3
- RPD Officers welcomed the kids back to school at All Saints Academy
- West Gateway Coalition Picnic with Police at District 1
- Chief Redd spoke to the Young Women's Leadership Group at East High School
- Community Engagement Officer Mather coordinated a donation of a heater, food, and more, for a local woman in his District
- Christmas with Superheroes with the Fatherhood Encouragement Project
- Firetruck Pull for K Cancer
- Rolling StrongER (bike safety and bike giveaways at local RPS205 schools)
- Presents with Police (PBPBA donated funds for presents and Rockford Police Officers shopped with over 100 kids)
- RPD's Breakfast with the Grinch and Santa at District Two (Food provided by SM&SF Club)
- Gigi's Playhouse Breakfast with Santa (Farm & Fleet and Blue 815)

# Rockford Fire Department

PRESENTED BY: Chief Michele Pankow

# ROCKFORD FIRE DEPARTMENT 2022

## FIRE CALLS



2021: 618

2022: 529



911 CALLS ANSWERED  
IN LESS THAN  
10 SECONDS

83.50%

GOAL: 90%



EMS &  
SEARCH &  
RESCUE

+1.48%

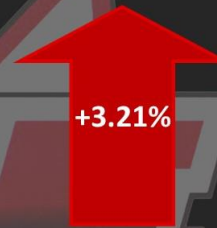
2021: 23,413

2022: 23,759

EST. 1881



## TOTAL CALLS



2021: 31,322

2022: 32,329



PERCENTAGE OF PROPERTY  
VALUE SAVED FROM  
STRUCTURE FIRES

88.2%

GOAL: 90%

Non-Emergency Line (815) 966-2900

- Continually improve and enhance delivery of service to the citizens
- Maintain and improve health and safety throughout the organization
- Foster community outreach and agency partnerships
- Recruit and retain a diverse and effective workforce
- Enhance career-related training and development throughout all department levels

Rockford Fire Department  
Key Strategic Initiatives  
2022

# Rockford Fire Department

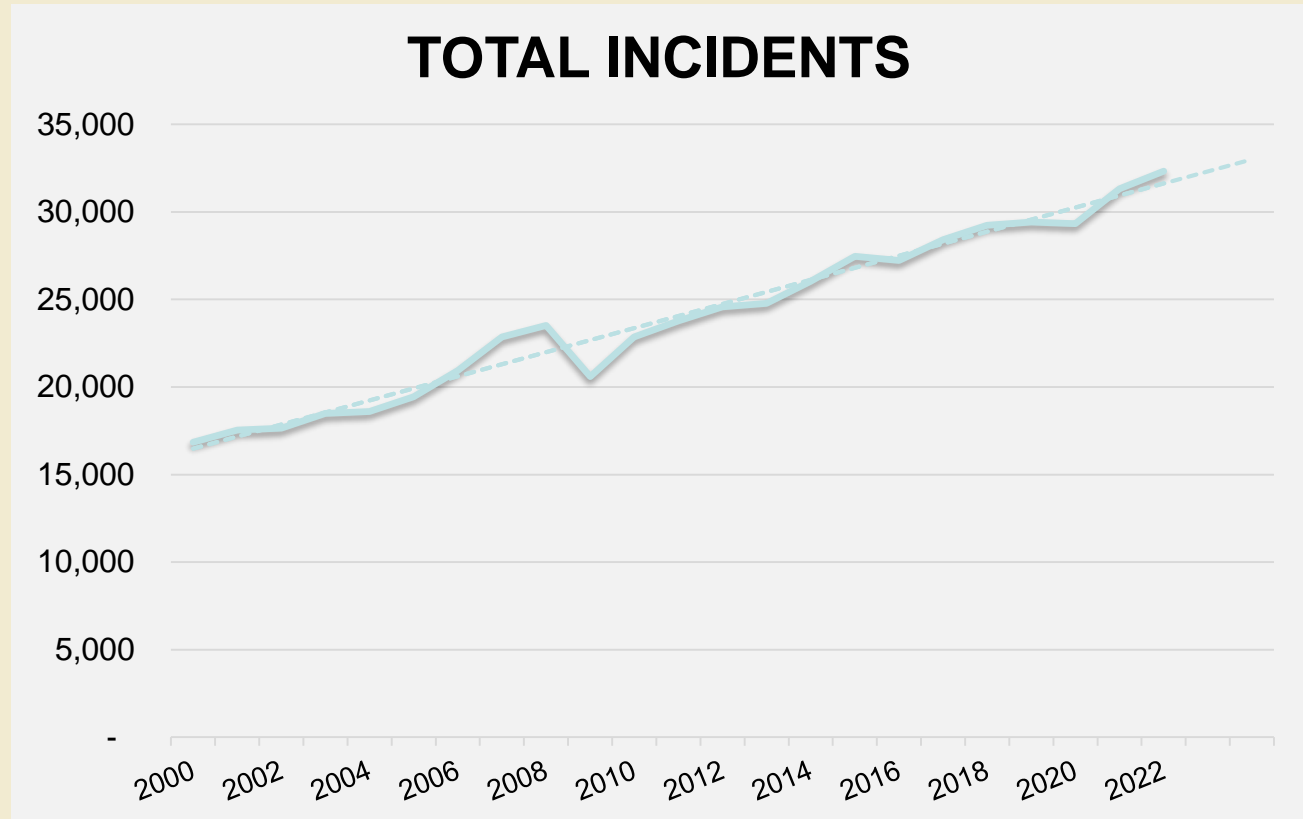
## Scorecard

Area of Focus	Metric/Program	Definition	Standard/ Goal	Current Performance
Response Times	Call Answer Time	911 Calls Answered in 10 Seconds or Less	90%	83.57%
	Total Response Time	911 Call Received to first unit on Scene in 8:12 or less	90%	92.20%
EMS	Utstein Rating	Bystander Intervention Survival Rate (CPR)	24.7%	20.00%
Fire/Fire Prevention	Fire Dollar Save Ratio	Percentage of Property Value Saved from Structure Fires	90%	88.20%
	Investigation Clearance Rate	Percentage of Investigations Closed	15%	75.00%
	Smoke Alarm/Battery Program	Monthly Average Number of Homes visited with Battery Replacement or Installed Smoke alarms	30	25

# Rockford Fire Department

## Incidents 2022

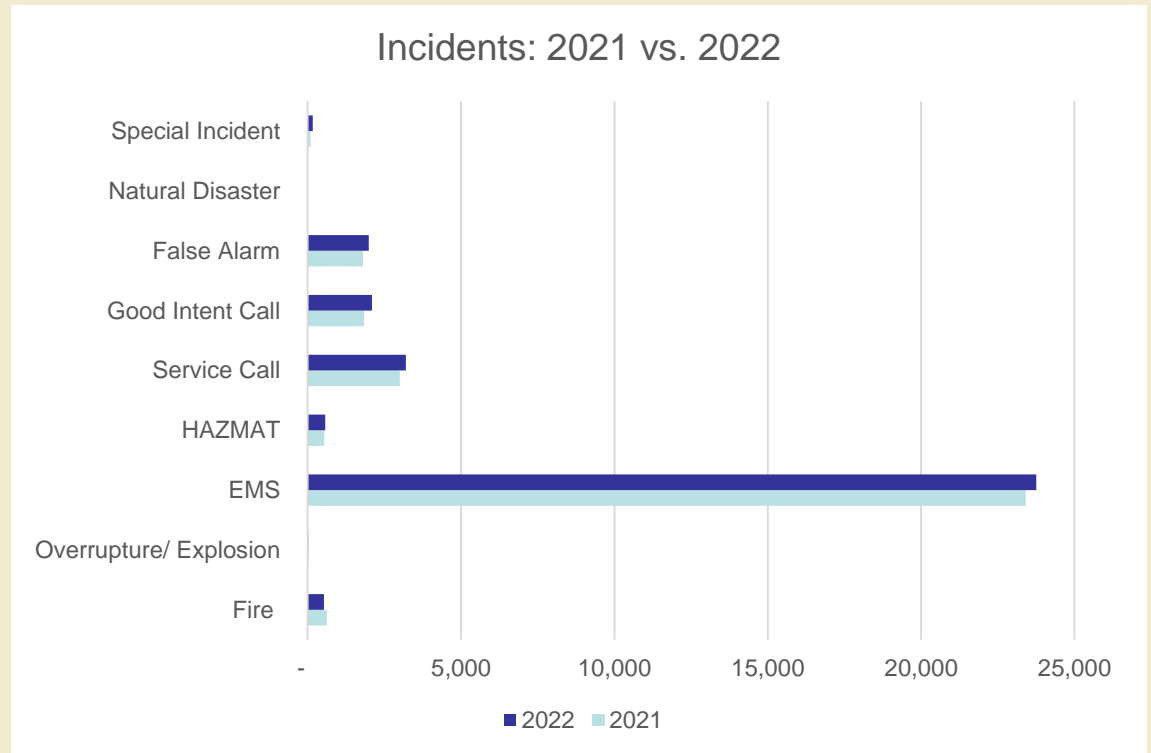
YEAR	TOTAL INCIDENTS	% CHANGE
2000	16,853	
2001	17,549	4.13%
2002	17,662	0.64%
2003	18,498	4.73%
2004	18,596	0.53%
2005	19,447	4.58%
2006	20,941	7.68%
2007	22,855	9.14%
2008	23,516	2.89%
2009	20,604	-12.38%
2010	22,858	10.94%
2011	23,778	4.02%
2012	24,575	3.35%
2013	24,777	0.82%
2014	26,033	5.07%
2015	27,472	5.53%
2016	27,232	-0.87%
2017	28,409	4.32%
2018	29,242	2.93%
2019	29,429	0.64%
2020	29,330	-0.34%
2021	31,322	6.79%
2022	32,329	3.21%



# Rockford Fire Department

## Incidents 2022

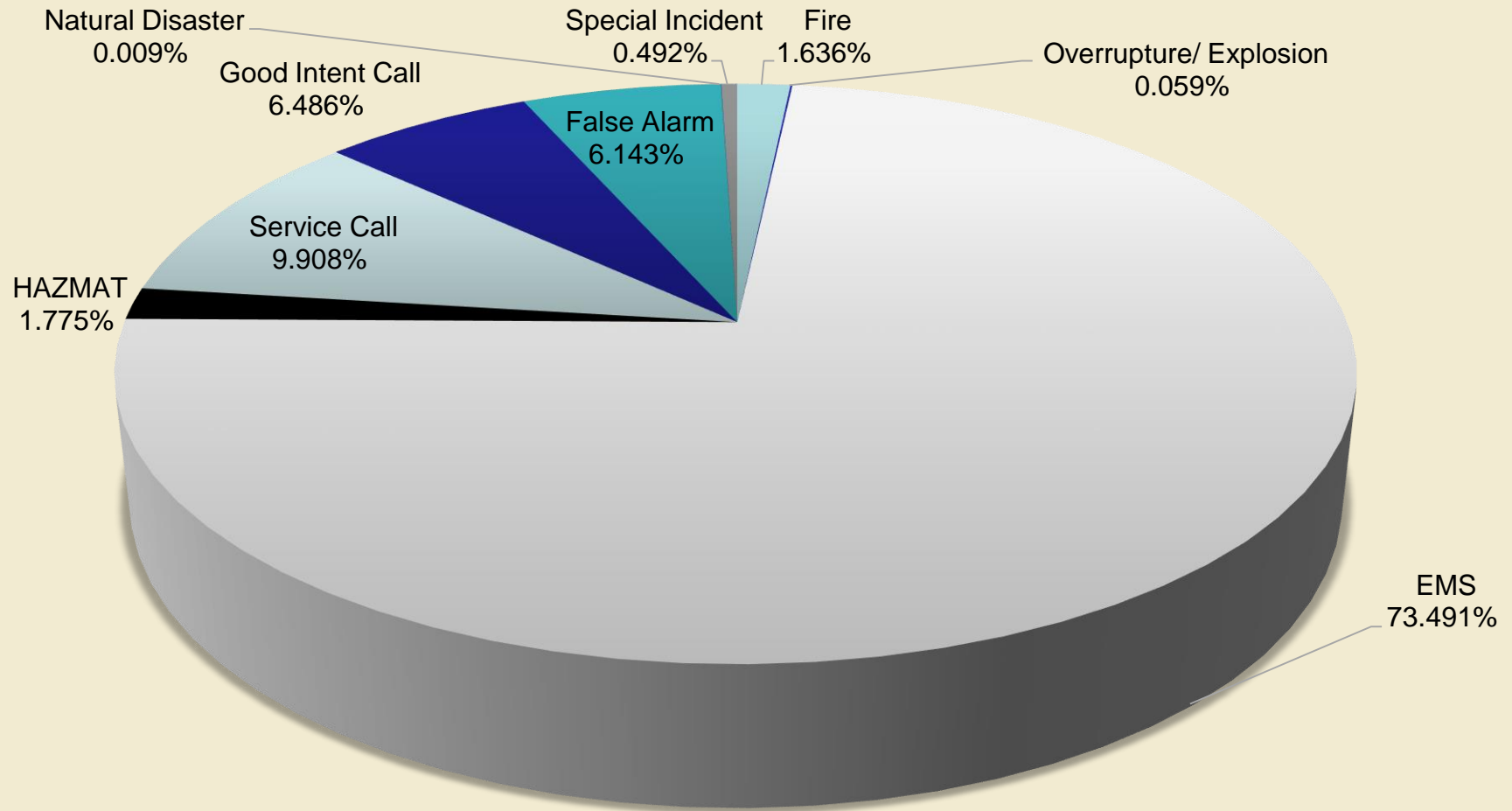
Incident Type	2021	2022
Fire	618	529
Overrupture/ Explosion	28	19
EMS	23,413	23,759
HAZMAT	538	574
Service Call	2,998	3,203
Good Intent Call	1,829	2,097
False Alarm	1,800	1,986
Natural Disaster	3	3
Special Incident	95	159
Total	31,322	32,329





# *Rockford Fire Department*

## 2022 Incidents



# *Rockford Fire Department*

## **Vacant Building Fires**

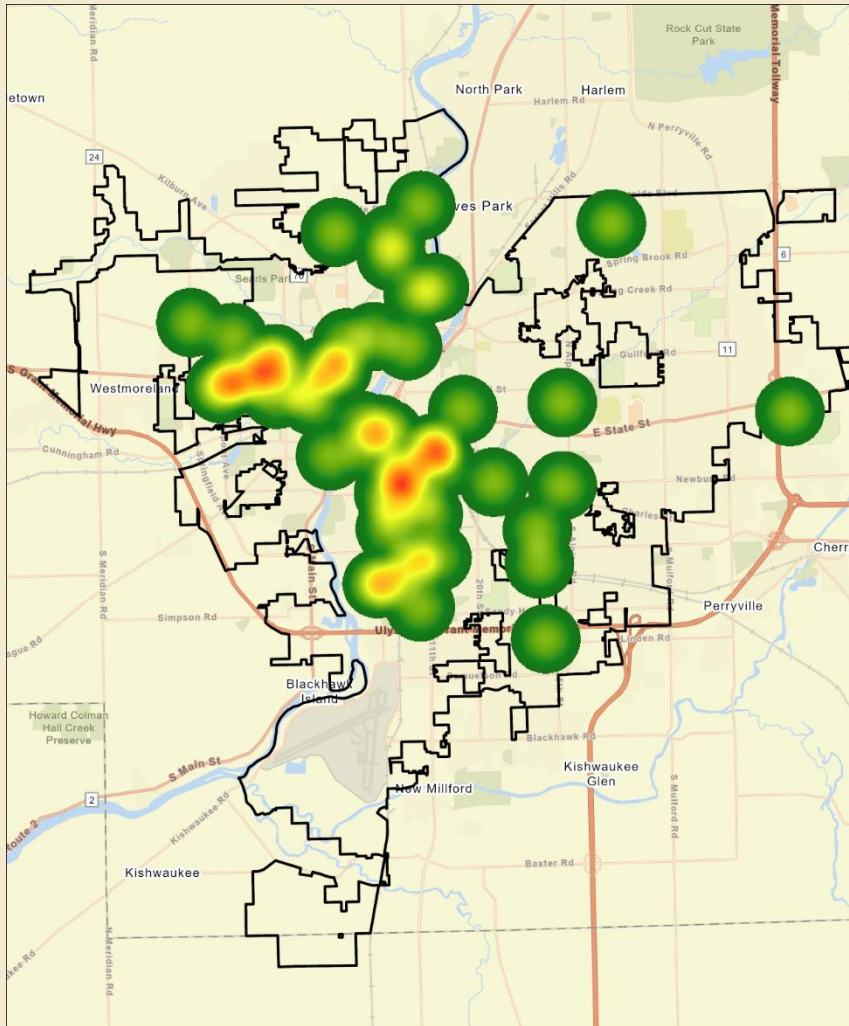
Structure Type	2020	2021	2022
Commercial	7	5	5
Residential	16	12	13
TOTAL	23	17	18

Building Status	2020	2021	2022
Vacant and Unsecured	9	2	7
Vacant and Secured	14	15	11
TOTAL	23	17	18

An estimated \$500,400 loss in Vacant Building Fires in Rockford in 2022

# Rockford Fire Department

## Vacant Building Fires



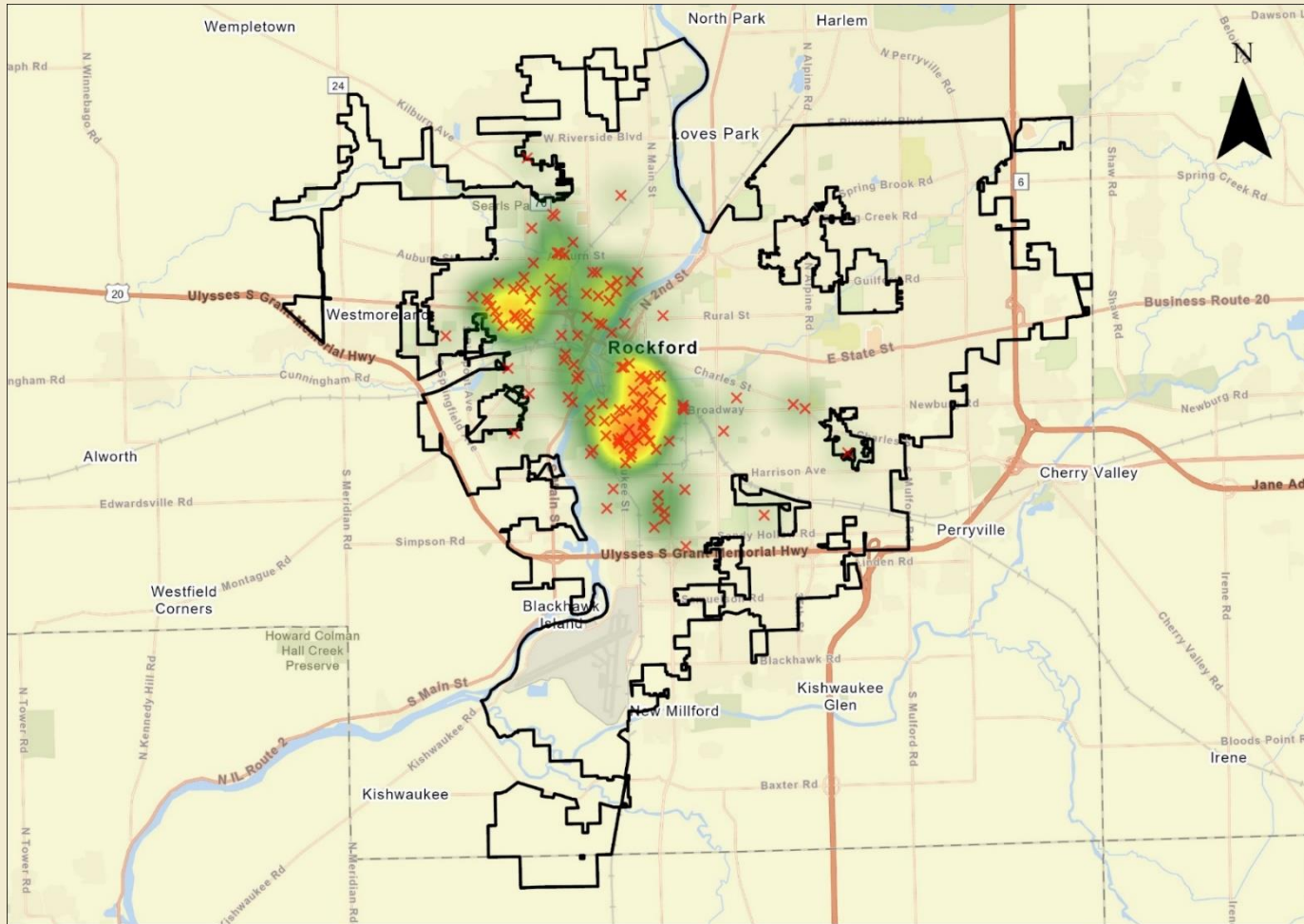
### Hot Spot Map

- Total vacant building fires 2020-2022

Vacant Fires 2020-2022

# Rockford Fire Department

## Red X Properties



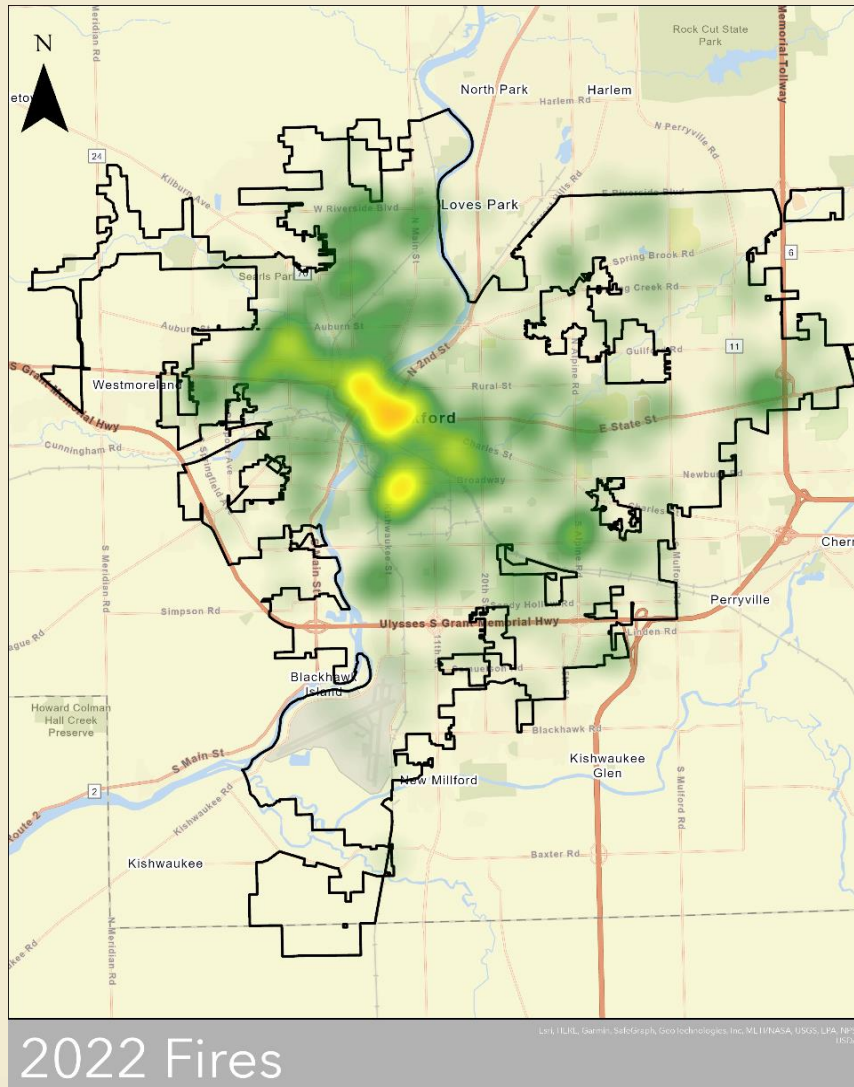
- 143 total properties with Red X Signage

RED X PROPERTIES

Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, USDA, Esri, CGIAR, USGS

# *Rockford Fire Department*

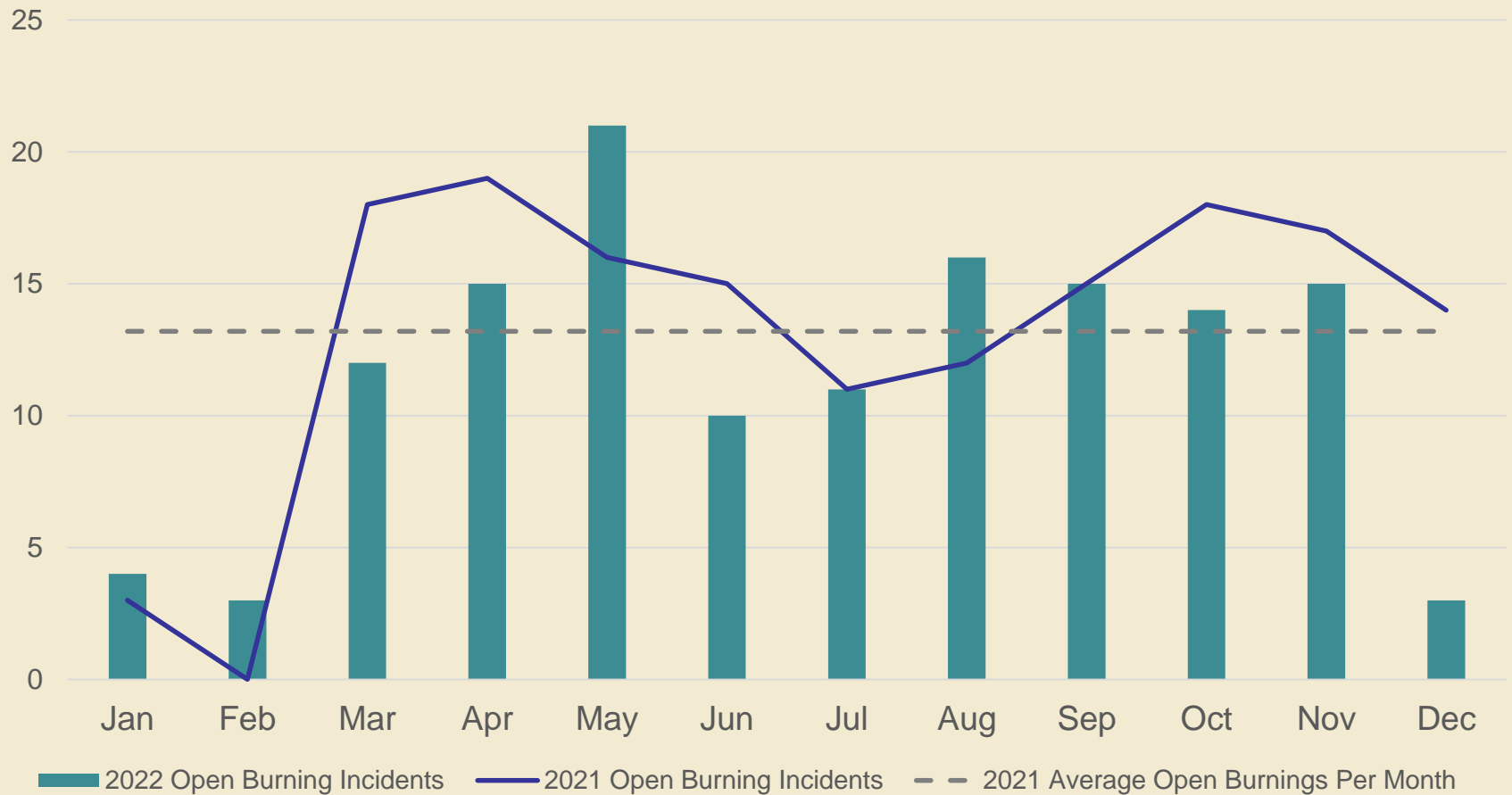
## **2022 Fires**



- 2022 Fires Hot Spot Map

# *Rockford Fire Department*

## **Open Burning Incidents**



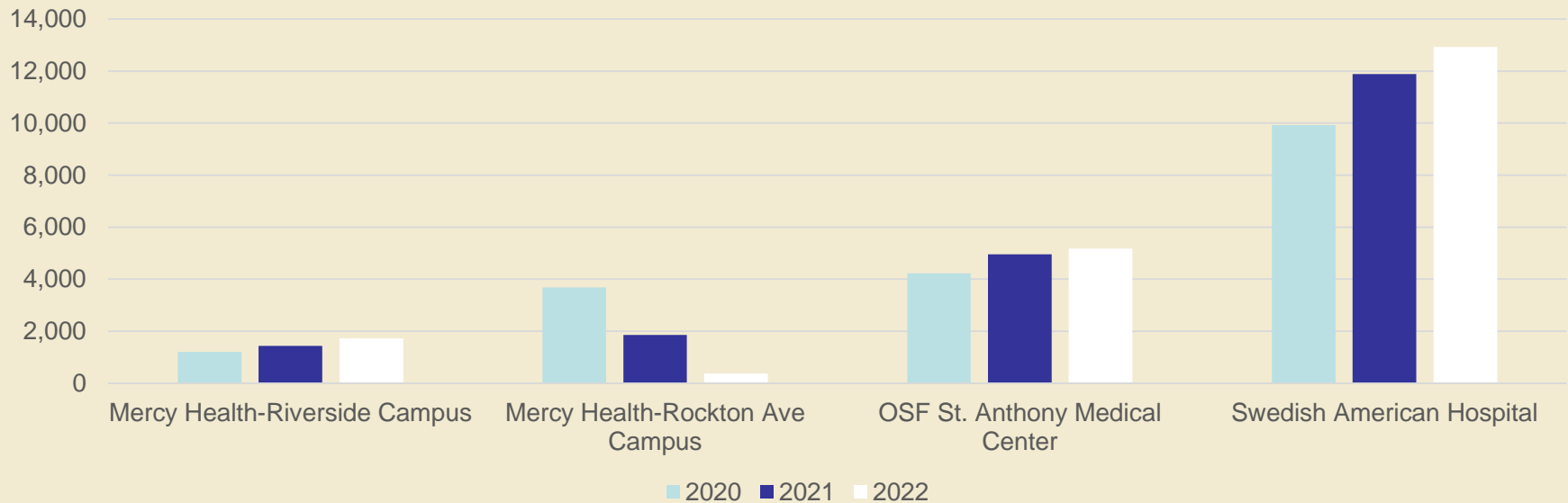


# *Rockford Fire Department*

## **Ambulance Transports**

<b>HOSPITAL</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Mercy Health-Riverside Campus	1,205	1,431	1,721
Mercy Health-Rockton Ave Campus	3,680	1,860	369
OSF St. Anthony Medical Center	4,223	4,950	5,172
Swedish American Hospital	9,928	11,881	12,921
<b>ANNUAL TOTAL</b>	<b>19,036</b>	<b>20,122</b>	<b>20,183</b>

### **2020-2022 Hospital Transports**



# *Rockford Fire Department*

## **CueHit Survey Software**

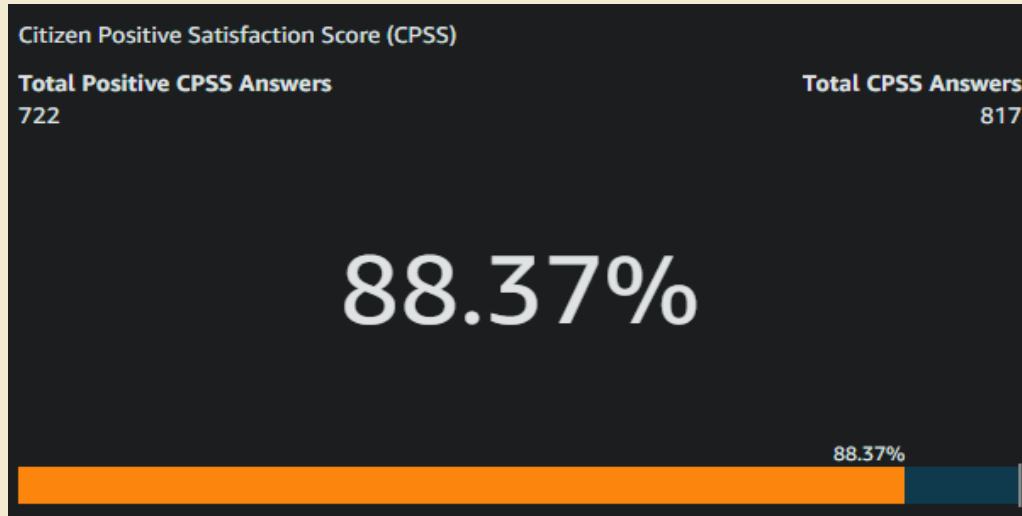
### **2022 CueHit Summary**

- In 2022 CueHit software generated 2,951 surveys that were sent out via text message and 817 were returned with an average satisfaction rating of 88.37% for our call takers
- In 2022 the response rate for Fire Service Personnel was 45.35%. Out of 1,570 Surveys sent out regarding RFD First Responders, 712 callers have responded to our survey. The CueHit Positive Satisfaction is 95.5% for 2022. (This rates each individual crew member on the call given a survey about.)

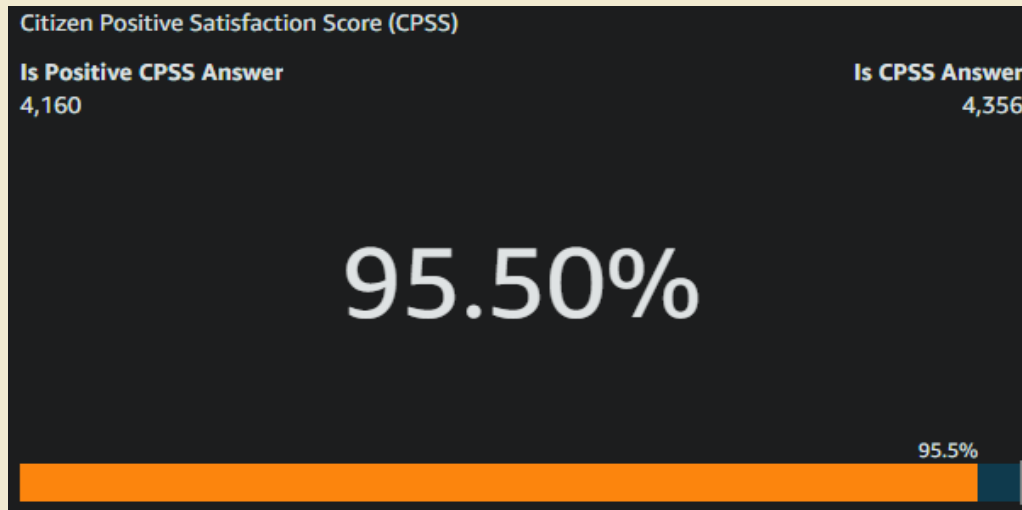


# Rockford Fire Department

Call Taker:

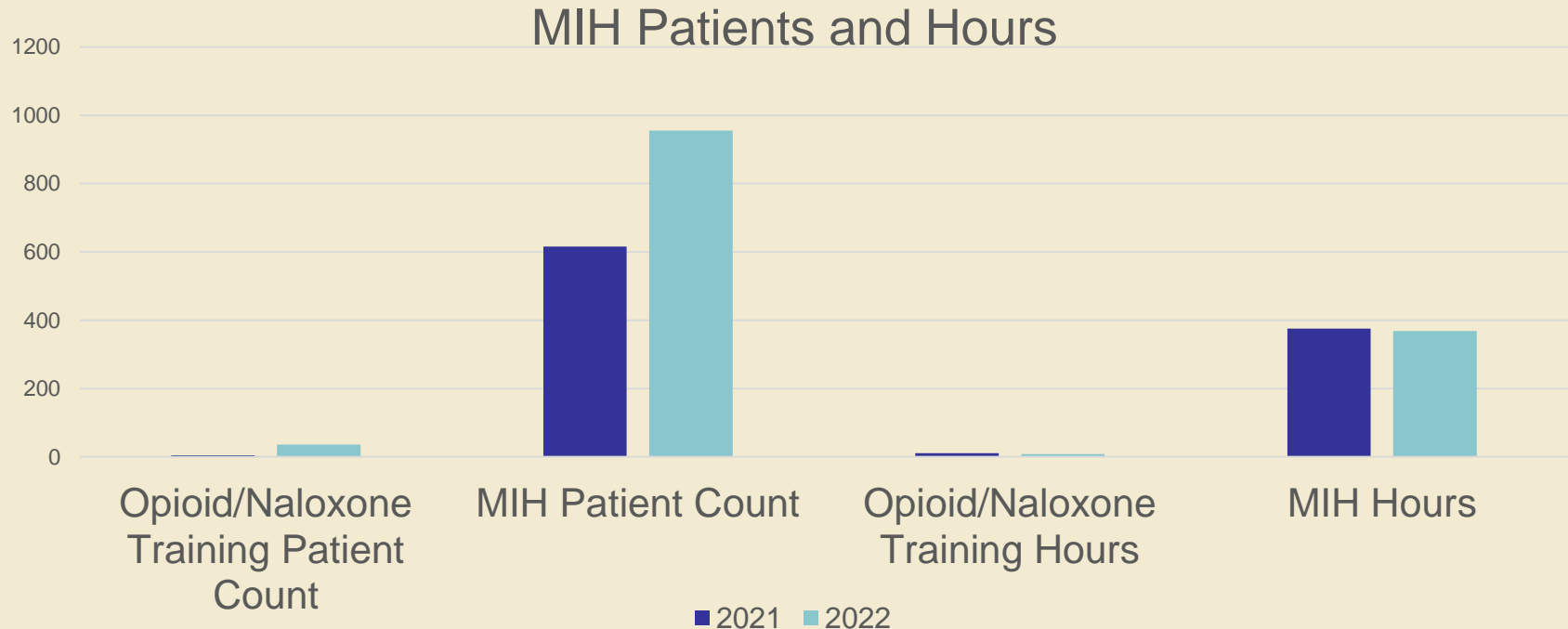


First Responders:



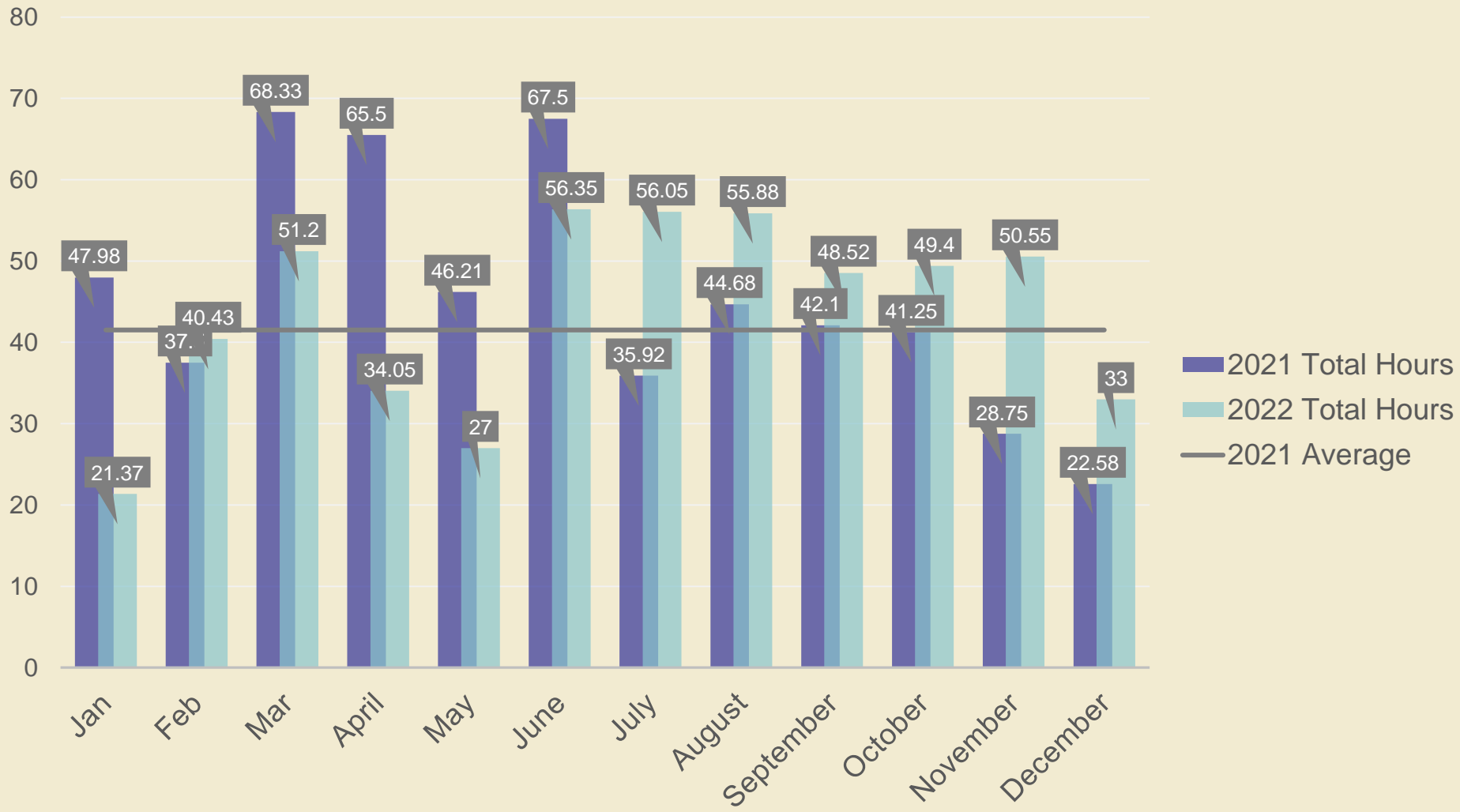
# Rockford Fire Department

## Mobile Integrated Health Visits



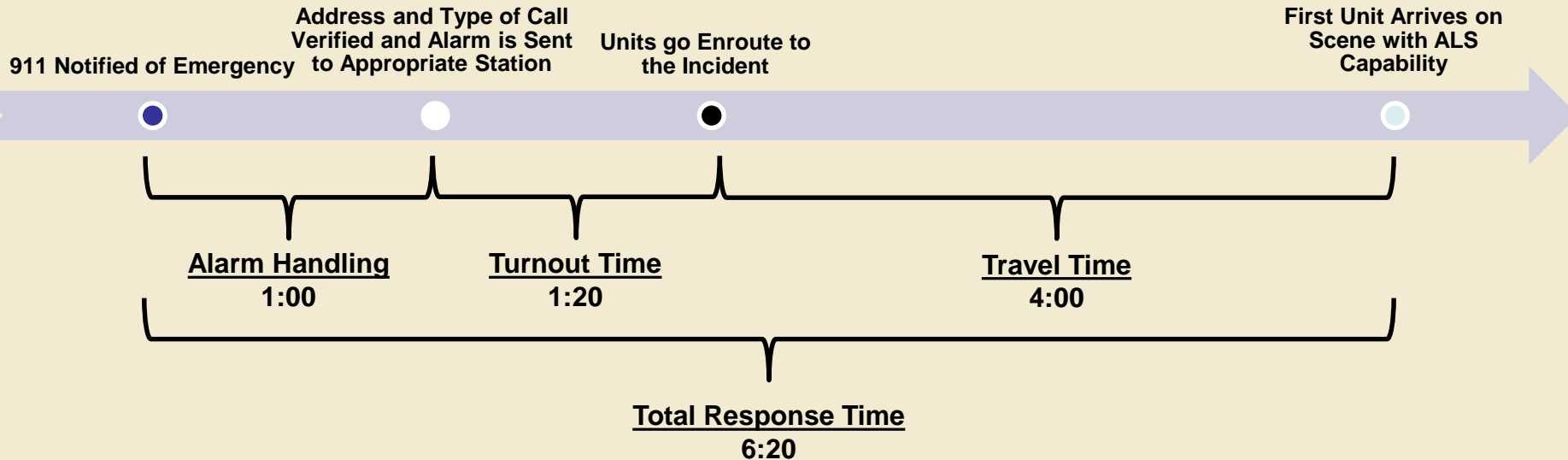
Mobile Integrated Health	2022 Patients	2022 Staff Hours
Opioid/Naloxone Training	36	17:35:00
MIH	955	543:28:00
<b>2022 TOTAL</b>	<b>991</b>	<b>561:03:00</b>

# MIH Hours



# Rockford Fire Department

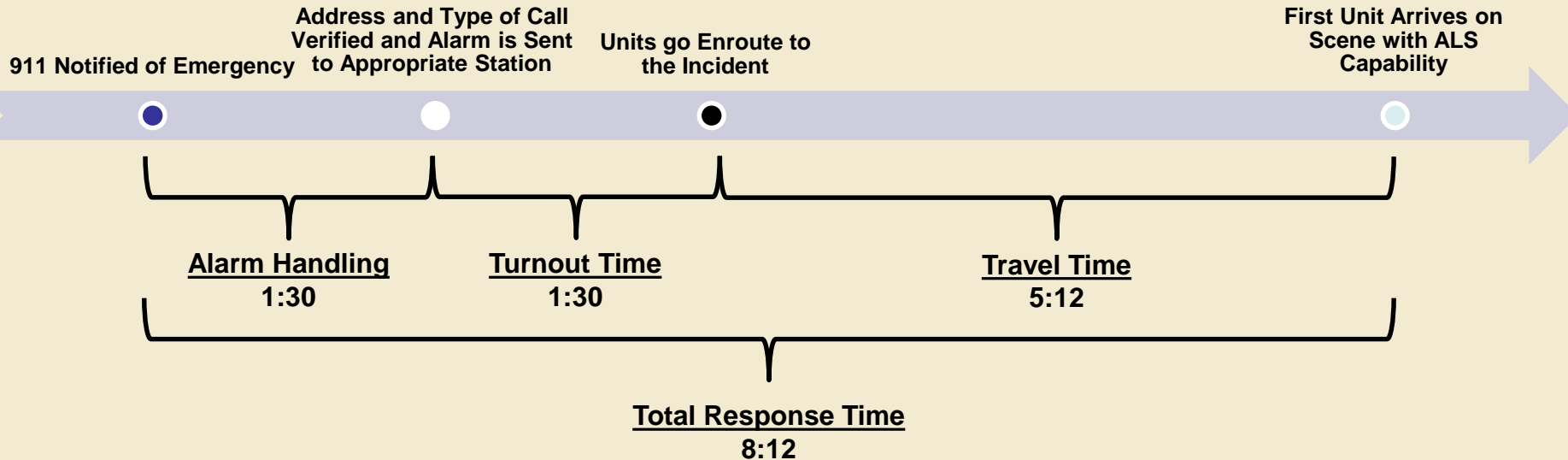
## Response Times NFPA



TIME COMPONENT	2022	NFPA
Alarm Handling (Create To First Unit Dispatched)	1:37	1:00
Turnout Time (First Unit in Route)	2:19	1:20
Travel Time (First Arriving Unit)	5:09	4:00
Total Response Time (Create to Arrival of First Unit)	8:01	6:20

# Rockford Fire Department

## Response Times CPSE



TIME COMPONENT	2022	NFPA
Alarm Handling (Create To First Unit Dispatched)	1:37	1:30
Turnout Time (First Unit in Route)	2:19	1:30
Travel Time (First Arriving Unit)	5:09	5:12
Total Response Time (Create to Arrival of First Unit)	8:01	8:12

# *Rockford Fire Department*

## **2022 Achievements**

- Awarded grant from the Winnebago County Mental Health Board.
- Began implementation of Mobile Integrated Health Mental Health Program.
- Began transition of 911 emergency dispatch protocols to an electronic platform.
- Enhanced outreach efforts through the RPS 205 Logo Project, RFD Explorer Program, and school program expansion.
- Conducted numerous car seat safety checks in partnership with Winnebago Safe Kids Coalition.
- Hosted countywide Integrated Emergency Management Course for public and private stakeholders.
- Achieved Annual Compliance from Center for Public Safety Excellence for accreditation.
- Streamlined internal communication processes and procedures through new communication platform.

# *Rockford Fire Department*

## **2022 Areas of Improvement**

- Continue to expand outreach and risk reduction efforts.
- Improve 911 quality assurance process.
- Review response plans, performance gaps and corresponding resource allocation.
- Continue implementing recommendations developed through the accreditation and strategic planning process.
- Continue to work on capital improvement plans for stations and apparatus.
- 911 staffing and retention.



# 2022 OPERATIONS REPORT

February 1, 2023





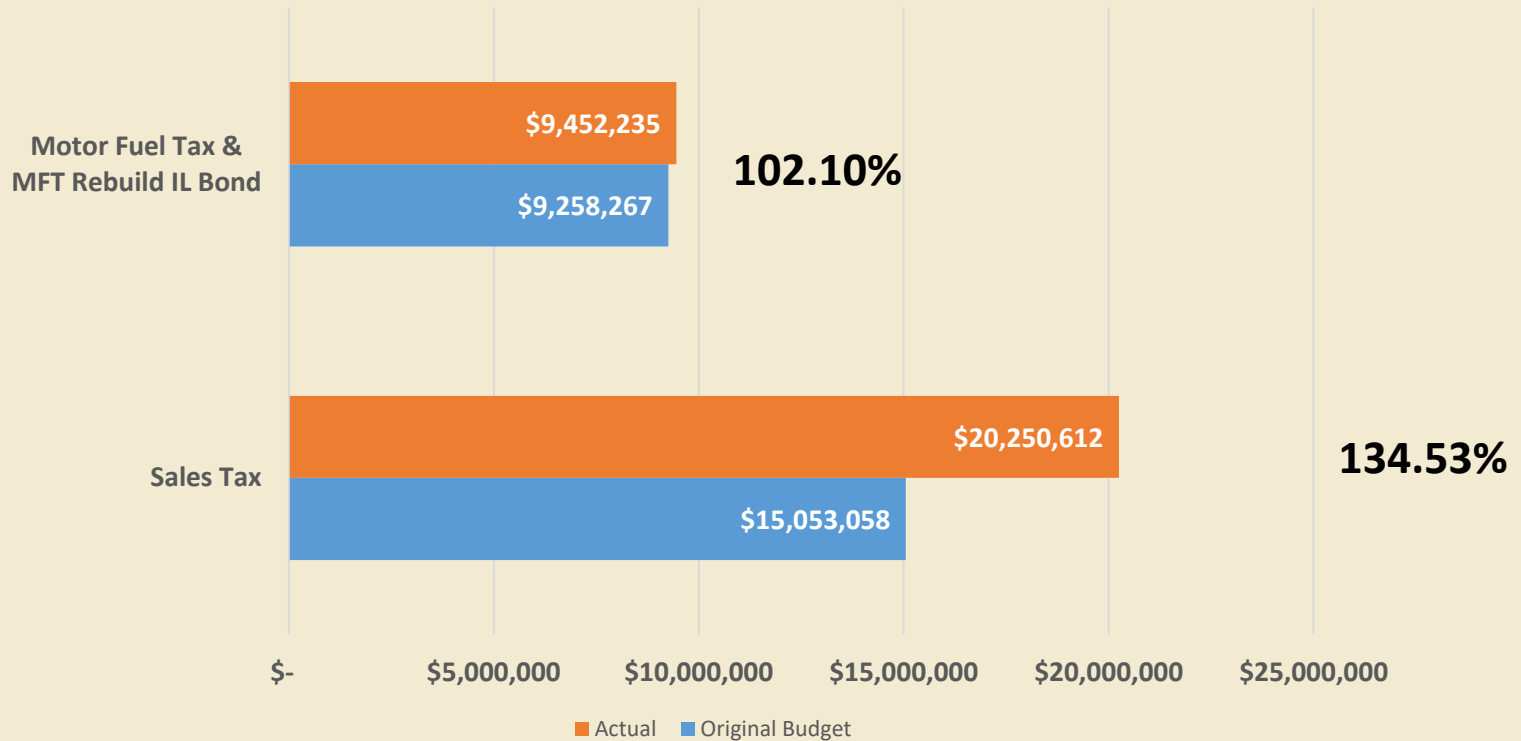
# PW BUSINESS

PRESENTED BY:  
Michael Childers  
PW Business Manager

# FINANCIALS



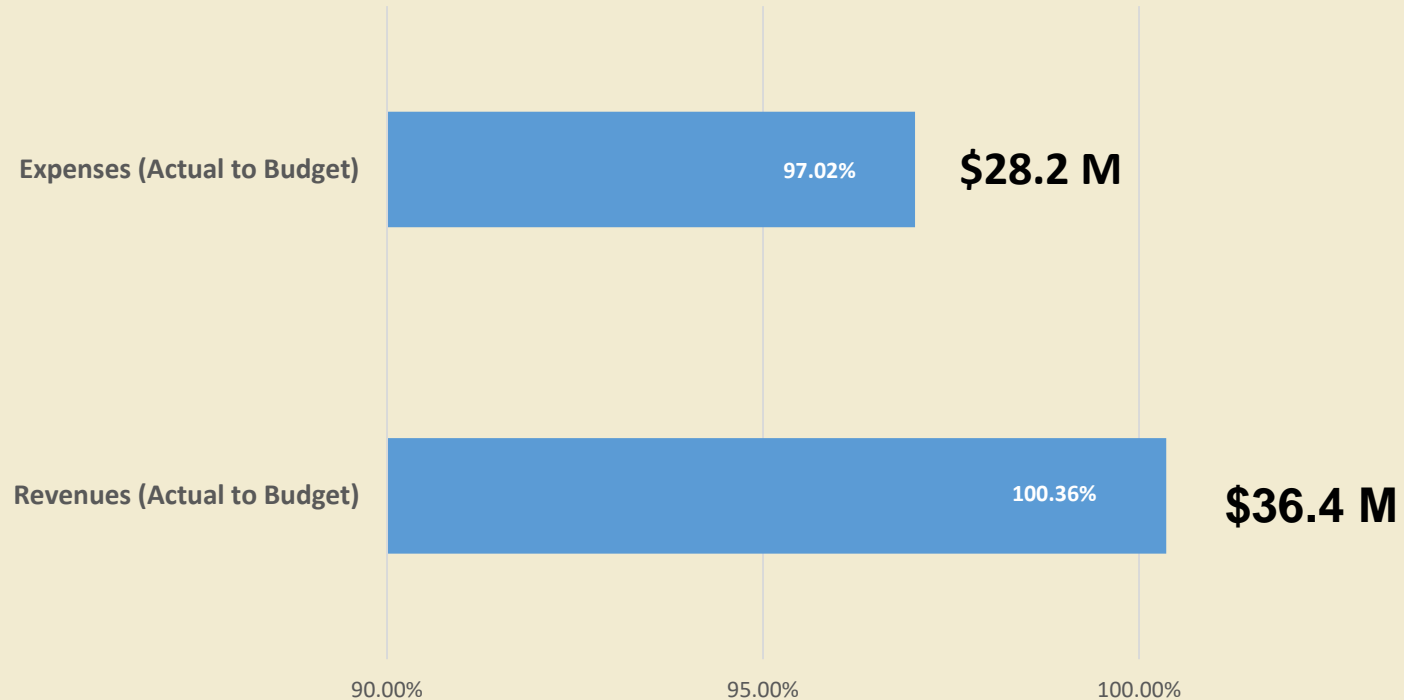
## CIP Revenue YTD Actuals



# FINANCIALS



## Water Revenues and Expenses



Budgeted net income \$7.2 M

Projected net income \$8.2 M

# ACHIEVEMENTS & GOALS



## **Achievements for 2022**

- Completion of the Water Rate Study.
- Implementation of internal monthly financial reporting for Public Works Divisions.
- Coordination with granting agencies, grant consultants, and internal staff.
- Creation of budget worksheets to assist Public Works' departments with the new budgeting software.
- Began the review process for American Public Works Association (APWA) accreditation process.

## **Goals for 2023**

- Evaluate new forecasting tools.
- Review the tools used to track and manage fixed assets.
- Finalize project closeout documentation for completed MFT projects.
- Continue with APWA accreditation.



# **WATER DIVISION**

**PRESENTED BY:**  
**Jamie Rott, P.E.**  
**Water Superintendent**

# DASHBOARD



Monthly Performance			2022 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2022 YTD Average	2021 YTD Average
Water Operations	Distribution	Emergency Repair Time (hours)	3.5	3.8	1.7	2.2	2.9	3.0	3.6	6.0	3.6	3.6	2.8	2.0	2.0	3.1	3.0
		% of Total Repairs That Are Planned	70%	72%	67%	87%	84%	93%	88%	80%	50%	94%	84%	79%	86%	80%	83%
		Total Work Orders	70	56	67	72	62	72	56	50	67	63	61	67	51	62	62
		Backlog of Non-Emerg Repairs	40	8	14	10	7	9	7	14	17	18	12	13	15	12	5
		# of Winter Backlog Jobs	60	18	21	24	24	61	34	14	0	0	0	11	18	19	7
		Water Main Flushed (mi)	40				16	23	33	0	0	15	92	76	14	Date Based Metric	Date Based Metric
	Field Services	Total Work Orders	1700	1576	1640	1794	1672	1664	1804	1782	2252	1786	1937	1555	1456	1743	1528
		Days Priority S/O Outstanding	30	11	18	15	16	17	9	10	4	14	12	5	10	12	13
		Backlog of Priority S/O	50	40	27	39	36	27	18	44	8	15	17	14	13	25	16
	Production	Service Pressure Excursions	45	8	14	4	2	13	24	24	17	28	6	4	57	17	17
		# of Water Quality Complaints	3	1	1	1	1	3	2	1	3	1	0	2	0	1	3
		MG Pumped	500	520	476	508	466	513	582	588	545	489	475	447	470	507	547
		% Design Demand	100%	80%	76%	76%	80%	89%	92%	85%	87%	82%	81%	81%	77%	82%	88%
	Financial	Total Amt Past 30 Days Due as % of Revenue	2.5%	3.6%	3.6%	3.2%	3.2%	3.2%	3.5%	3.5%	3.3%	3.3%	3.2%	3.4%	3.4%	3.4%	3.4%
		Operating Revenue, % of Plan	95%	109%	103%	105%	105%	103%	102%	103%	103%	102%	102%	101%	101%	103%	105%
		Number of New Water Accounts	5	3	0	13	7	3	5	3	4	5	19	10	6	7	6

- 7.3% **Decrease** in Water Production
- \$8.3MM+ Investment in Water CIP
- \$300,021+ Water Bill Assistance provided (858 customers) - LIHWAP

- 451 Lead Service Lines Replaced
- 7.5% **Decrease** in Lab Analyticals
- 6 Wells Rehabilitated
- 5 Currently in Process



# ACHIEVEMENTS



**“The Work Never Stops....**



**....and Neither Do We”**



# ACHIEVEMENTS



- 💧 Conscious Coaching Summer Program
- 💧 IEPA SRF Lead Service Line Replacement Program
- 💧 250 Miles of Acoustic Leak Detection
- 💧 South 3rd St, Gregory St & Seminary St WM Replacement (Construction)
- 💧 N. Highland Avenue Water Main Replacement (Construction)
- 💧 15th Avenue Improvements (Construction)
- 💧 Logistics Parkway Water Main Replacement (Design)
- 💧 Well 46 New Well Site (Property Purchased, RFP Design Consultants)
- 💧 Well 34 Treatment Facility (Design)
- 💧 Well 9 Temporary Treatment (Design and RFP Equipment Rental)
- 💧 Well 22 Reservoir Repairs (Construction)
- 💧 Well 18 Reservoir Inspection and Cleaning
- 💧 Well 13 Reservoir Inspection
- 💧 Well 6, 10, 18, 30, 31 and 45 Well Rehabilitations
- 💧 Well 36 and Well 42 Filter Repairs (Design)



# ACHIEVEMENTS



- 💧 Phase II Well Site Security Improvement
- 💧 Filter Control Upgrades Completed at Six Well Sites
- 💧 Emergency SCADA Back-up Access
- 💧 Additional SCADA Data Collection to Monitor Motor Amperage (25 Sites)
- 💧 Equipment Upgrades/Improvements For Well Data Collection
- 💧 Equipment Upgrades/Improvements For Chemical Feed Data Collection
- 💧 Emergency Well Programming Response for the East High Zone
- 💧 Brine Tank Level Automation for Snow Operations
- 💧 Southeast Rockford Groundwater Contamination Site Quarterly and Annually Reporting Requirements
- 💧 Cost of Service Rate Study
- 💧 Hydrant Replacement and Valve Assessment & Replacement Program

# 2023 GOALS



- 💧 Well 34 Treatment Facility (Construction)
- 💧 Well 39 Treatment Facility (Construction and Zone Integration)
- 💧 Well 9 Temporary Treatment (Construction)
- 💧 Well 46 New Well Drilling (Design)
- 💧 Logistics Parkway Water Main Replacement (Construction)
- 💧 N Church Street Water Main Replacement (Construction)
- 💧 N Madison Street Water Main Replacement (Design and Construction)
- 💧 Auburn Street CCDD Facility Closure (Pending EPA Approval)
- 💧 Well 36 and Well 42 Filter Repairs (Construction)
- 💧 Well 9, 26, 31, 34, 39, 42 and 43 Well Rehabilitations
- 💧 Well 42 HMO Room Buildout
- 💧 Well 13 Reservoir Repairs (Design and Construction)
- 💧 IEPA SRF Lead Service Line Replacement Program
- 💧 Develop Facility Management Plan
- 💧 VFD Replacement Master Plan

# 2023 GOALS



- 💧 Emergency SCADA Back-up Access in Each Hydraulic Zone
- 💧 Phase III Well Site Security Improvement
- 💧 Filter Control Upgrades at Remaining Well Sites
- 💧 RFP for Large Meter Replacement Program
- 💧 Continue to Reduce Water loss (leak detection, master meter validation, large meter testing)
- 💧 Implement Hydrant Replacement and Valve Assessment & Replacement Program



# STREET DIVISION

PRESENTED BY:  
Mitch Leatherby  
Street Superintendent

# DASHBOARD



		2022 Avg Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD AVE.
Street Operations	Potholes Patched	5000	4564	5750	11647	8019	6699	7050	6226	5962	4229	3667	3661	6217	6141
	Arterial Pothole Req. - % Completed <= 10 Days	90%	100%	100%	100%	100%	81%	50%	74%	91%	100%	100%	100%	100%	91%
	Res. Pothole Req. - % Completed <= 30 Days	90%	97%	100%	100%	100%	99%	76%	91%	98%	99%	99%	100%	100%	97%
	# Trees Trimmed	200	153	145	136	85	84	70	73	100	89	134	81	66	101
	# Trees Removed	40	1	3	13	32	29	48	29	51	22	26	19	11	24
	# Trees Planted	70				137	10			0	0	71			36
	Forestry Requests	100	9	19	72	45	114	166	321	169	114	73	61	20	99
	Unresolved Forestry Requests	150	16	3	14	2	2	22	37	69	62	45	64	58	33
	Inlet & Storm Line Cleaning	300			1010	1113	787	130	727	125	195	220			538
	Dead Animal Pickup	-	2	12	9	19	28	22	17	28	18	19	11	8	16
	Illegal Dumping Cleanup	-	0	0	1	13	11	7	0	2	2	1	0	0	3
	Total Requests	500	219	312	510	432	528	477	472	484	370	269	204	216	374
Traffic Operations	% Signals Repaired Compared to Reported	95%	100%	100%	100%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%
	% Signals Replaced Compared to Reported	95%	100%	67%	100%	75%	100%	N/A	88%	100%	100%	100%	100%	100%	94%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	N/A	100%	100%	100%	93%	100%	81%	100%	100%	98%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	100%	N/A	100%	100%	100%	N/A	100%	100%	100%	100%	100%	100%

# ACHIEVEMENTS



## **2022 Street / Forestry Section Operations**

- Pothole Patching Response Times Steady
  - Residential Patching Roadway Response Time Goal Met 10 of 12 Months
  - YTD 2022 – 73,691 Potholes Patched Using 1,911 Tons of Patch Material
  - YTD 2021 – 57,357 Potholes Patched Using 1,111 Tons of Patch Material
- 4,307 Linear Ft. of Storm Lines Cleaned
- 1,216 Right of Way Trees Pruned
- 218 Parkway Trees Planted vs. 284 Removed
- Emerald Ash Borer (EAB) Treatments on Remaining City Ash Trees Completed
- 4,493 Citizen Requests for Services Completed
- Continued Operational Support For Neighborhood Improvement Initiatives

# ACHIEVEMENTS



## **Traffic Operations**

- Responded To And Repaired 580 Street Sign Knockdowns
- Installed 145 New Bike Route Signs
- Installed 1091 New Street Signs While Replacing 517 Signs
- E. State St. and Perryville Rd. Corridor Lighting Project Completed
- City Parking Lot LED Lighting Conversion
- Jefferson St. and Kilburn Ave. Traffic Signal Pre-emption Installed
- Continued Operational Support For Stroll On State Event
- Support to the Rockford Area Arts Council Projects on City Property
- Installed Bicycle Detection Cameras Along Select Active Transportation Routes City-Wide

# AREAS OF IMPROVEMENT



- Continue To Stay On Pace With Citizen Requests To Patch Potholes And Address Forestry Requests In A Timely Manner.
- Improve Service Capabilities By Continued Modernization Of City Facilities, Vehicles and Equipment.
- Continue And Enhance Parkway Tree Planting Efforts.
- Continue To Identify Joint Purchasing Collaboration With Nearby Municipalities
- Continue To Evaluate Snow & Ice Staffing Requirements And Ways To Improve Planning & Response Times





# ENGINEERING Division

PRESENTED BY:  
Timothy Hinkens, P.E.  
City Engineer

# SPECIAL EVENTS



## SPECIAL EVENTS

❖ **67 SPECIAL  
EVENT  
APPLICATIONS**

❖ **45 Forward For Fun  
Applications**

❖ **28 BLOCK  
PARTY  
APPLICATIONS**

❖ **7 ROW Food Vendor  
Applications**

## ACHIEVEMENTS

- Helped with coordination of City staff and RACVB staff for Stroll on State, 4<sup>th</sup> of July and Festival of Lights.
- Forward for Fun program delivered \$119,337.50 to event organizers
- Assisted with City Market & River District street closures

## 2023 Goals

- Better Communication & Coordination
- Inspection of Events/Vendors
- How to better handle last minute events

# ROW/Driveways Permits



***2,107* ROW & DRIVEWAY PERMITS ISSUED**

***2267* ROW & Driveway Permits Closed**

***1,260* ROW & DRIVEWAY PERMITS STILL OPEN**

# Traffic & Development



**189** SITE PLANS REVIEWED

**10** Development site plan reviews

# GIS by the numbers



## WATER EDITS

**162** CASINGS

1,091 Water  
Segments

**7,007** SERVICE  
LINES

3,650 COB

**3,212** FITTINGS

175 Water Service  
Valves

**118** HYDRANTS



## STORMWATER

**1,297** OUTFALLS

60 SW Fittings

**46** SW SPECIAL  
FEATURES (FLARED END,  
HEADWALL, ETC)

89 Storm Inlets

**8** BASIN POLYGON AND  
POINTS CREATION



## TRANSPORTATION

**168** PAVEMENT  
CONDITION

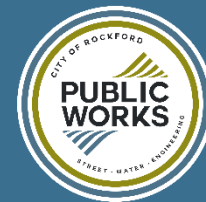
1,638 STREET  
SIGNS

**1,780**  
STREETLIGHTS

9,187 ComEd Lights  
Captured by Quick  
Capture App. (in 2  
months)



# GIS by the numbers



## Additional GIS Numbers

### **77 WATER APPLICATIONS**

**51** Additional Water Service Quotes  
(none hook-ups)

### **13 WATER MAIN PROJECTS**

**219** Engineering Service Requests

**9,232 PRIVATE & PUBLIC  
SERVICE MATERIALS – UPDATED  
FROM DISTRIBUTION**

**381** Contractor GPS points and  
public/private service material

**72** Distribution GPS points (Devin's  
project)

**90 FIRE FLOW DATA REQUESTS  
COMPLETED**

**169** Hydrant Permits Completed

**9 ANNEXATIONS**

# ArcGIS Online Projects



**Lead Service Line Replacement (LSLR) Parcel Dashboard** – Pulls directly from water staff LSLR inventory spreadsheet and updates dashboard directly. This dashboard assists the water department to effectively track LSLR replacements.

**ROW Permits Dashboard** – Pulls data directly out of Hansen into dashboard. This allows the permits team to view number of opened and closed permits for each year.

**Capital Improvement Program Dashboard** – Modernized the existing CIP dashboard.

**Streetlight Quick Capture Application** – Developed and implemented ESRI quick capture app to update our streetlight database. Collected 9,187 ComEd streetlights in 2 months.

**Service Order Map Dashboard**– Pulls Water assigned morning and afternoon Field Service orders into a dashboard.

**Water Service Material Inventory Dashboard** – Pulls directly from the water lateral lines GIS database to list the number of materials for each service line.



# ArcGIS Online Projects



**Illicit Discharge (IDDE) Inspection Application** - Developed and Implemented app using ESRI field apps (Field Maps for ArcGIS, Survey123) that allows the Stormwater team to perform IDDE inspections from their cell phones. Once an inspection is submitted from the field, it will send out an emailed report with photos to the Stormwater team. A dashboard was created to work in near real time to track inspections and any follow ups needed to list the number of materials for each service line.

**Storm Construction Inspections Application** - Developed and Implemented app using ESRI field apps (Field Maps for ArcGIS, Survey123) that allows the Stormwater team to perform construction inspections from their cell phones. Once an inspection is submitted from the field will send out an emailed report with photos to the storm water team. A dashboard was created which works in near real time to track inspections, and any follow ups needed.  
to list the number of materials for each service line.



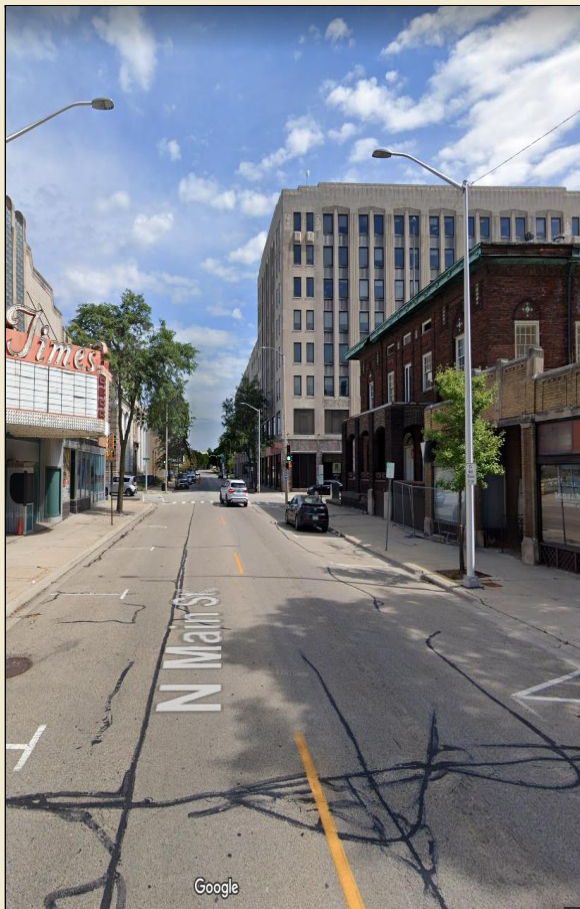
# ArcGIS Online Projects



**Storm Drive Thru Inspections Application** - Developed and Implemented app using ESRI field apps (Field Maps for ArcGIS, Survey123) that allows the Storm Water team to perform Drive Thru inspections from their cell phones. Once an inspection is submitted from the field will send out an emailed report with photos to the storm water team. A dashboard was created which works in near real time to track inspections, and any follow ups needed.

**Pavement Marking Tracking Application** - Developed and Implemented app using ESRI field apps (Field Maps for ArcGIS, Survey123) that allows the Traffic team to track pavement markings from their cell phones and view directly into the pavement marking dashboard.

# CIP - STREETSCAPE



**Before**

This project includes the addition of Streetscape along Main Street from Mulberry Street to Jefferson Street, thus implementing the Downtown Strategic Action Plan which includes streetscape improvements along various designated "A" Streets downtown.



**After**

# CIP - Community Enhancement & Economic Development Program



**Before**

This project consists of, the reconstruction of 9<sup>th</sup> Street from Sandy Hollow Road to Brooke Road.

In addition, to the reconstruction of the road work included new storm sewer, curb and gutter, and sidewalks on both sides of the street.

This project was done at part of our Community Enhancement and Economic Development Program in the City's FY 2022-2026 Capital Improvement Program.



**After**

# ACHIEVEMENTS



## **Stormwater:**

- Annual Report Completed & Submitted
- Phase 2 of Gregory Heights Drainage Improvements Completed
- Phase 8 of Harmon Park Drainage Improvements Completed
- Approved for Enrollment in FEMA's Community Rating System (15% Discount on Flood Insurance Premiums)
- Receiving \$1,272,600 from IDNR for Keith Creek Buyouts

## **Capital Improvement Program:**

- Completed Gregory Heights Drainage Improvements Phase II
- Completed East State Street and New Towne Drive Pedestrian Improvements
- Completed the extension of Javelin Drive



# ACHIEVEMENTS (cont.)



## **Traffic Engineering:**

- Implemented bike detection at 7 intersections.
- Completed 14 speed studies
- New Stripping Placed
- 6 New Bike Lanes
- 20 miles of combined parking bike lanes/traffic calming striping
- 675 bike signals installed
- 3 new Speed Feedback signs installed
- 33 Traffic Commission items evaluated
- In-house design of Alpine/Linden signals

## **Permits and Special Events:**

- Continue to complete and close out open ROW Permits
- Continue to find and fine Permit violators
- Continue to work with outside organizations and neighborhood groups in pushing the Forward for Fun Initiative brought by the Mayor's Office.

# AREAS OF IMPROVEMENT



## **Stormwater:**

- Complete smaller drainage improvements
- Complete outfall inspections
- Complete Phase 2 of Alpine Dam Rehab. (under IDNR review)

## **Traffic Engineering:**

- Continue to work with Aldermen on implementing neighborhood traffic calming
- Continue implementation of 10-bike plan

## **Permits and Special Events:**

- Continue to complete and close out open ROW Permits
- Continue to find and fine Permit violators
- Continue to work with outside organizations and neighborhood groups in pushing the Forward for Fun Initiative brought by the Mayor's Office.



# AREAS OF IMPROVEMENT



## **Capital Improvement Program:**

- Continue to closely monitor project construction schedules and completion dates to ensure contractors are staying on schedule.
- Ensure contractors are performing restoration work in accordance with project specifications to minimize complaints.
- Work towards getting CIP Projects out to bid as early as possible to eliminate potential weather concerns later in the season.
- Secure outside funding for infrastructure improvements through various grant opportunities
- Implement a downtown streetscape plan
- Implement strategic sidewalk gap connections and sidewalk maintenance objectives
- Integrate data- driven decision optimization technology (DOT) to create multi-year, multi-constraint capital improvement plans
- Continue to work with Utilities on ensuring proper restoration in the Right-of-Way

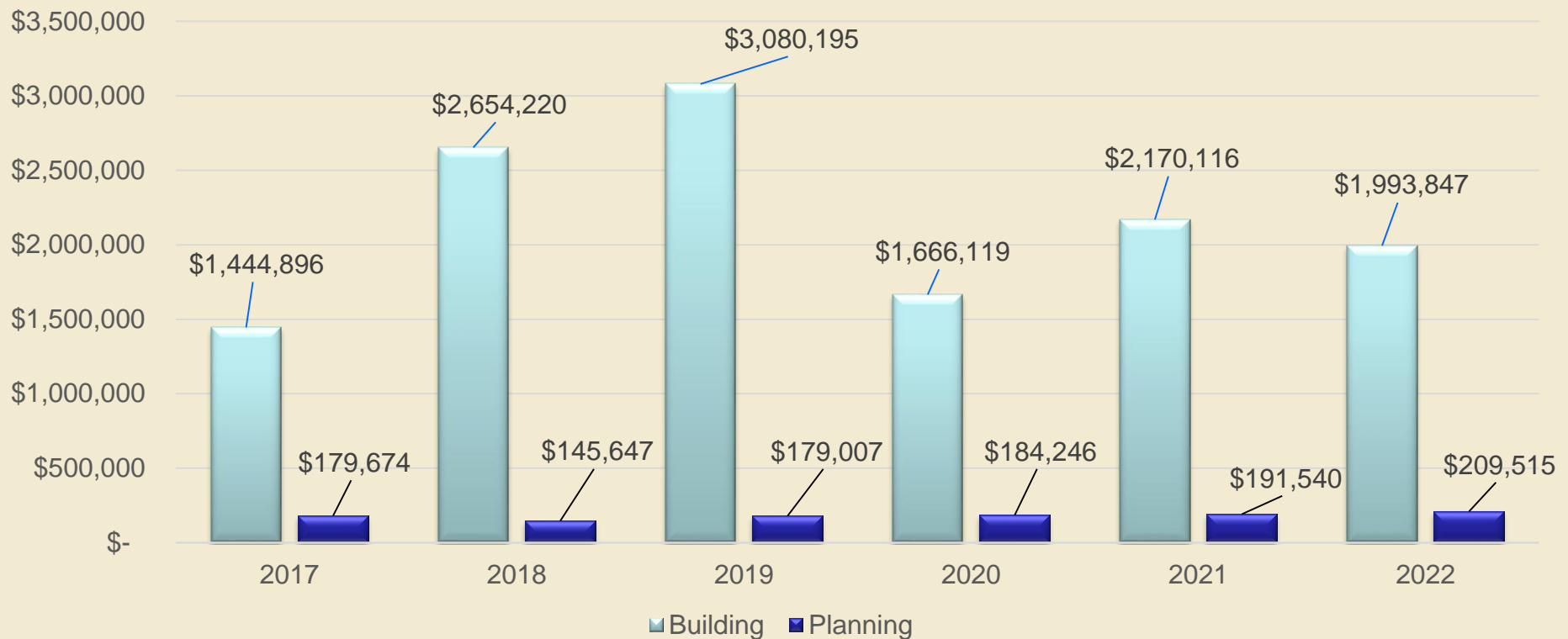
# Community & Economic Development

Karl F. Franzen  
Director



# *CEDD - Construction & Development Services*

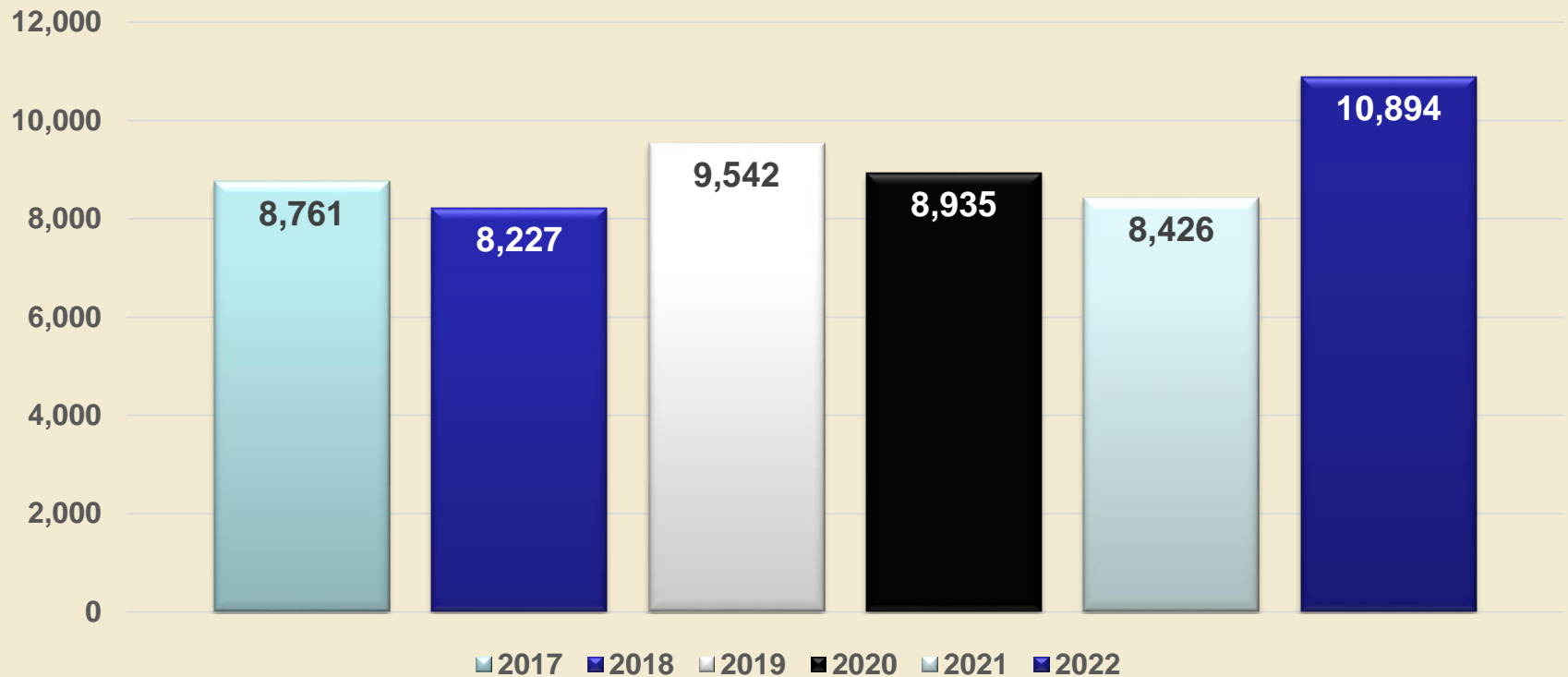
## TOTAL PERMIT FEES (Revenue) for years 2017 - 2022



# ***CEDD - Construction & Development Services***

## ***Total Inspections for Years 2017-2022***

*(Building, Mechanical, Plumbing, Electrical & Property Standards)*



# CEDD - Construction & Development Services

## Current Trends Year 2022

	2021 YTD	2021 AVG	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	2022 YTD	% Change vs. 2021
Sign Permits	116	10	34	43	32	24	25	27	40	36	34	30	26	21	372	221%
Temp Signs	19	2	0	2	2	2	3	3	2	1	2	0	1	0	18	5%
Fence	335	28	7	10	61	55	75	64	54	50	39	78	34	21	548	64%
Driveway	296	25	1	3	19	45	75	49	50	57	42	45	8	7	401	35%
Dumpster	11	1	0	3	2	5	2	4	4	4	0	2	1	0	27	145%
Parking Lot	59	5	0	2	8	14	20	16	21	12	13	14	2	2	124	110%
Zoning Confirmation Letters	183	15	23	32	38	35	100	47	17	35	14	29	23	19	412	125%
Commercial Plans	112	9	6	20	21	12	86	21	15	24	29	24	19	21	298	166%
Home Occupation	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Tent. Plats	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
Final Plats	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
ZBA Items	35	3	5	3	4	15	8	5	4	4	5	4	2	0	59	69%
LAB Items	12	1	2	3	4	4	3	2	7	5	2	2	7	1	42	250%
# Annex	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Goal 95%	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	2022 AVG
Sign Permits	7 Days	97%	100%	100%	100%	100%	96%	100%	100%	94%	90%	62%	95%	95%
Temp Signs	2 Days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Fence	3 Days	100%	90%	98%	96%	95%	98%	93%	86%	85%	78%	59%	86%	89%
Driveway	3 Day	100%	67%	95%	100%	96%	88%	98%	98%	100%	100%	88%	100%	94%
Dumpster	3 Days	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	98%
Parking Lot	5 Days	100%	100%	100%	93%	95%	94%	90%	92%	69%	71%	50%	50%	84%
Zoning Confirmation Letters	5 Days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Commercial Plans	14 Days	33%	85%	76%	92%	86%	43%	73%	96%	86%	54%	68%	57%	71%
Home Occupation	5 Days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



## Current Trends Year 2022 ...

	2021 YTD	2021 AVG	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	2022 YTD	% Change vs. 2021
New 1 & 2 Family	15	1	1	1	9	1	0	2	2	0	0	8	3	4	31	107%
1 & 2 Family Accessory Detached	23	2	2	1	3	5	9	4	13	8	4	5	2	2	58	152%
1 & 2 Family Additions/Alterations	170	14	16	24	34	27	37	52	37	39	32	33	18	22	371	118%
Commercial/Multi-Family Plans	105	9	19	12	18	20	16	18	12	32	20	30	17	18	232	121%
Plumbing/Mechanical Plans	4	0	1	0	0	0	1	2	0	1	0	0	1	0	6	50%
Electrical Plans	14	1	1	0	0	1	2	0	0	0	0	1	0	1	6	-57%
Counter Permits	1	0	1	0	0	0	0	2	1	0	0	1	1	0	6	500%
Demolition Permits	68	6	13	3	7	5	8	3	11	8	8	5	7	1	79	16%
Plumbing Permits	608	51	75	150	173	71	116	78	77	160	123	170	132	135	1460	140%
Stand Alone Plumbing Permits	901	75	90	306	189	102	128	109	98	175	137	184	150	151	1819	102%
Mechanical Permits	578	48	71	124	118	92	138	167	68	102	72	124	91	95	1262	118%
Stand Alone Mechanical Permits	928	77	94	142	137	125	150	196	100	134	99	142	104	111	1534	65%

	Goal 95%	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	2022 AVG
1 & 2 New Family	3 Days	100%	100%	100%	100%	100%	50%	50%	100%	100%	100%	100%	50%	88%
1 & 2 Family Accessory Detached	5 Days	100%	100%	100%	80%	89%	100%	85%	63%	100%	80%	100%	50%	87%
1 & 2 Family Additions/Alterations	5 Days	81%	79%	82%	67%	73%	77%	86%	54%	63%	64%	67%	73%	72%
Commercial/Multi-Family Plans	14 Days	95%	100%	89%	100%	94%	89%	92%	97%	100%	100%	94%	78%	94%
Plumbing/Mechanical Plans	14 Days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Electrical Plans	14 Days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Counter Permits	1 Day	100%	100%	100%	100%	100%	50%	100%	100%	100%	100%	100%	100%	96%
Demolition Permits	2 Days	31%	33%	57%	40%	38%	33%	18%	25%	13%	100%	100%	100%	49%
Plumbing Permits	2 Day	71%	80%	75%	58%	56%	50%	71%	29%	22%	49%	30%	33%	52%
Mechanical Permits	2 Day	73%	65%	76%	48%	49%	60%	79%	42%	14%	27%	23%	25%	18%



## Current Trends Year 2022 ...

	2021 YTD	2021 AVG	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	2022 YTD	% Change vs. 2021
Electrical Permits	158	13	24	136	30	30	32	36	29	101	29	54	25	19	545	245%
Stand Alone Electrical	667	56	62	175	75	75	68	98	103	153	78	132	60	57	1136	70%
Number of Roofing Permits Reviewed	697	58	8	9	82	79	114	118	110	1	108	143	66	28	866	24%
Number of Siding Permits	114	10	7	10	10	22	18	28	16	19	7	14	15	4	170	49%
Structural Inspections Reported	1471	123	84	72	148	163	173	194	181	337	238	169	173	197	2129	45%
Structural Inspections	1098	92	106	105	157	163	165	225	204	341	251	169	189	168	2243	104%
Plumbing Inspections Reported	1009	84	176	119	272	257	206	232	258	253	216	179	153	102	2423	140%
Plumbing Inspections	656	55	150	110	190	155	160	157	200	199	182	169	147	123	1942	196%
Mechanical Inspections Reported	608	51	131	107	118	136	110	151	70	119	103	76	134	98	1353	123%
Mechanical Insp	474	40	123	85	99	125	121	140	72	115	88	86	71	72	1197	153%
Electrical Inspections Reported	953	79	167	102	187	345	33	181	209	364	164	155	158	139	2204	131%
Electrical Inspections	681	57	128	92	140	171	101	156	173	209	136	126	116	106	1654	143%
# FOIA Requests	386	32	57	68	71	51	52	29	58	58	52	43	27	45	611	58%
% of Permits Completed Online	4	0	60%	40%	71%	62%	79%	60%	48%	45%	47%	44%	40%	24%	0	0%

	Goal 95%	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	2022 AVG
Electrical Permits	2 Day	71%	95%	57%	77%	78%	67%	69%	29%	41%	26%	56%	53%	60%
Number of Roofing Permits Reviewed	1 Day	63%	78%	71%	61%	58%	64%	73%	100%	31%	27%	56%	68%	63%
Number of Siding Permits	1 Day	100%	100%	100%	95%	89%	89%	81%	84%	86%	64%	47%	75%	84%
Structural Inspections	1 Day	99%	98%	98%	99%	99%	100%	100%	96%	98%	99%	99%	98%	99%
Plumbing Inspections	1 Day	99%	98%	97%	100%	99%	157%	99%	97%	100%	100%	100%	98%	104%
Mechanical Insp	1 Day	100%	100%	98%	100%	99%	100%	100%	96%	100%	100%	100%	99%	99%
Electrical Inspections	1 Day	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	99%	100%
# FOIA Requests	On Time	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

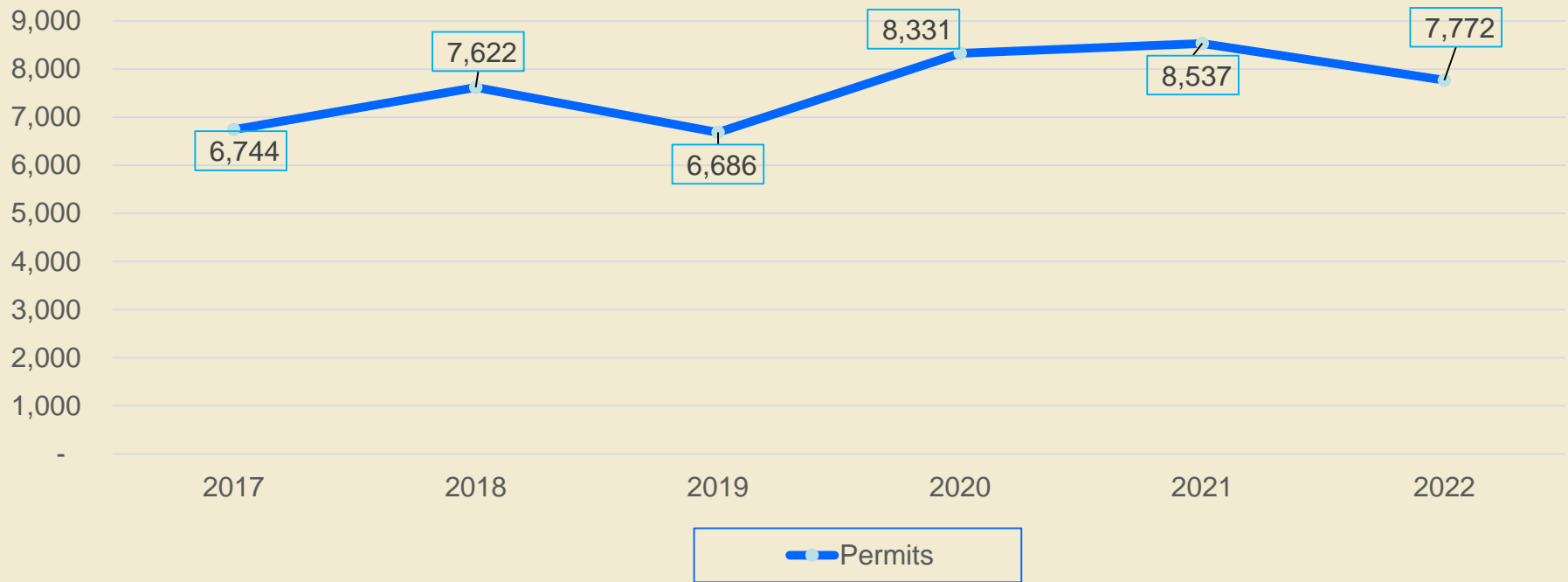
# ***CEDD - Construction & Development Services***

## ***Property Standards***

	Jan-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	2021 YTD	2022 YTD
Total Number of Property Standards Inspections	189	239	217	322	269	245	269	224	248	215	237	1482	2924
Total Number of Property Standards Complaints	22	37	31	66	72	73	53	116	39	42	25	283	602
Avg Number of Days to 1st Insp	1.50	1.20	1.25	1.43	1.78	2.00	2.00	2.00	1.60	1.10	0.98	2.00	2.00
Total Number of Cases Started	11	19	21	38	45	44	32	71	27	21	17	223	362
Total Number of Cases Unfounded	7	8	9	8	11	13	12	10	8	16	5	56	111
Total Number of Cases Compliant	3	10	1	20	16	16	9	35	4	5	2	23	127
Total Condemnations	8	6	4	18	20	29	18	19	20	24	21	126	200
Number of Condemns Lifted	3	4	7	9	21	19	2	30	8	6	26	34	140
Number of Emergency Demos	0	0	0	0	1	0	0	0	2	0	0	5	3

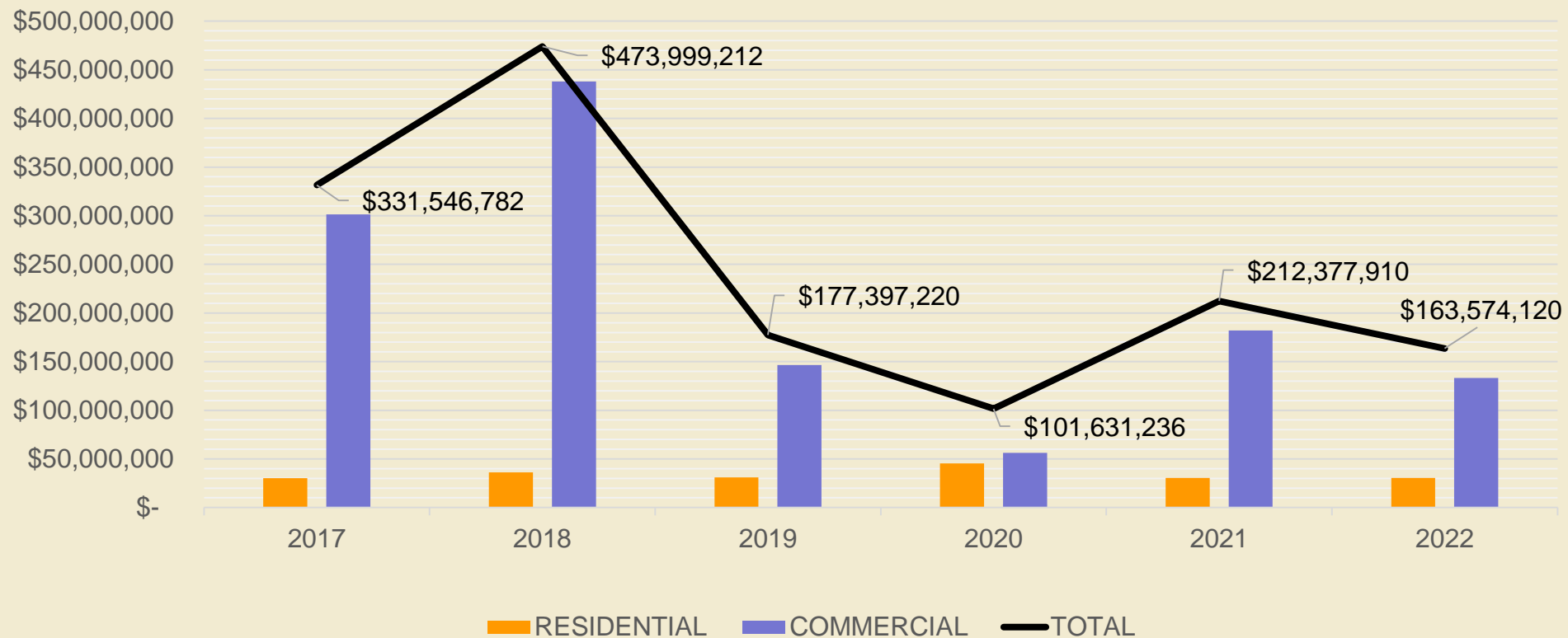
# ***CEDD - Construction & Development Services***

## **Total Permits Issued(Building) for years 2017 - 2022**



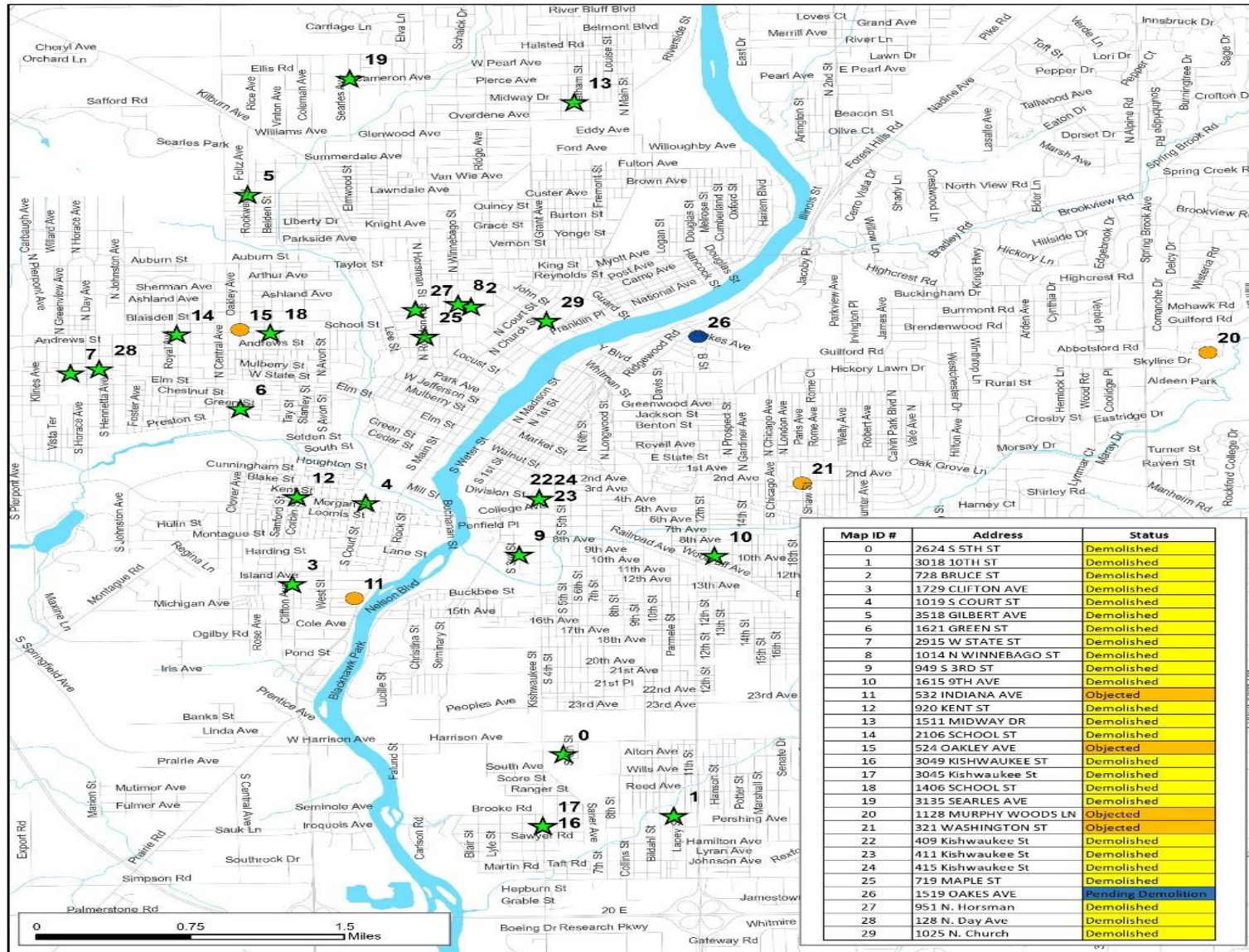
# *CEDD - Construction & Development Services*

## **Construction Valuations(Residential & Commercial) for Years 2017 - 2022**





# CEDD - Construction & Development Services Demolitions for 2022

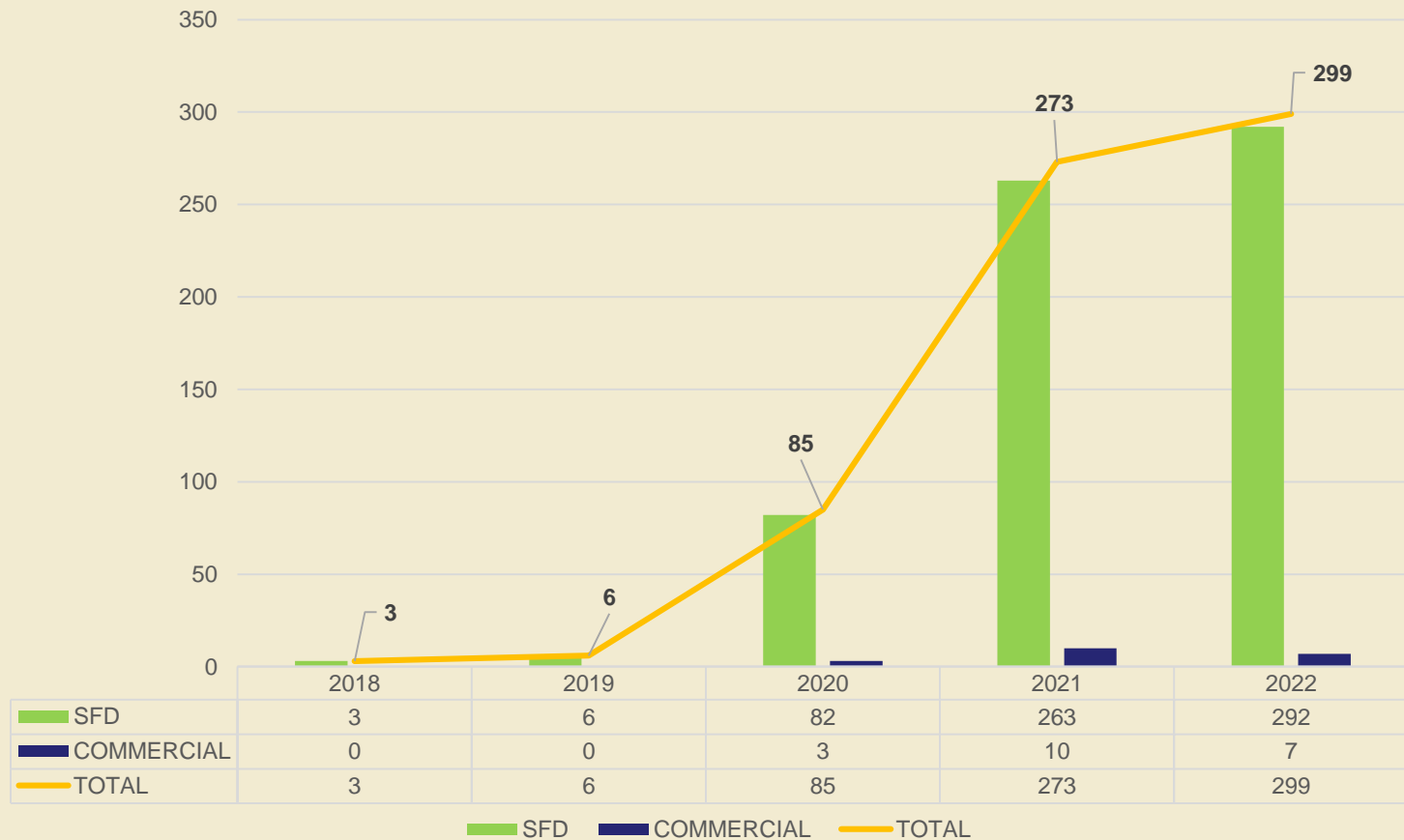


## 2023 Demolition Properties

- Objected
- Pending Demolition
- ★ Demolished

# ***CEDD - Construction & Development Services***

## ***Solar Permits 2018 - 2022***



# ***CEDD – Economic Development***

Economic Development Data Quarterly Performance	2022 Annual Target	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Year To Date	
		Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual	Goal	Actual
Commercial New & Retained Projects	20	5	7	5	7	5	4	5	7	20	25
Industrial New & Retained Projects	12	3	4	3	0	3	1	3	1	12	6
New & Retained Jobs	800	200	170	200	38	200	28	200	23	800	259
Private Investment	\$145,000,000	\$20,202,210.00		\$4,371,915.00		\$15,029,984.00		\$4,677,360.47		\$44,281,469.47	
Public Investment		\$573,816.32		\$210,798.36		\$3,383,096.00		\$177,074.08		\$4,344,784.76	
Percentage Public Investment		3%		5%		23%		4%		10%	

# ***CEDD – Economic Development***

## ***2022 Updates***

### **2<sup>nd</sup> Amendment of the Amerock TIF**

- Amended the Amerock TIF to include parcels on Cedar St for a planned mixed-use development.

### **River Edge Redevelopment Zone (RERZ)**

- Applied for and received approval from the State of Illinois to remove territory from the River Edge Redevelopment Zone. The area removed is included in the application to add territory to the Enterprise Zone #1 (currently being reviewed).

# ***CEDD – Economic Development***

## **BUSINESSFirst**

**January – June**

**23 Sessions**

14 businesses received coaching to prepare for a future BUSINESSFirst session

**July – December**

**14 Sessions**

6 businesses received coaching to prepare for a future BUSINESSFirst session



Ade Villatoro attended a BUSINESSFirst session before opening her store Earth – A Zero Waste Company.

# ***CEDD – Economic Development***

## **Think Big Minority Business Accelerator at the Provenzano Center 1311 N Main St**

- Think Big is a local nonprofit focused on building sustainable growth with minority and women-owned businesses to create a community of culture of investment, economic mobility and job creation.
- The City of Rockford and Think Big have entered a multi-year, multi-million dollar development deal to open a small business incubator in an area easily accessible to the organization's target population.
- Funded by the City of Rockford, the purpose of the Think Big Minority Business Accelerator at the Provenzano Center is to help small businesses start and grow by providing low-cost workspace/ co-working space, mentorship, workshops, networking, and access to investors. Several community partners will also hold space in the accelerator to provide a centralized location where entrepreneurs can obtain resources.



# *CEDD - Economic Development*

## **2022 Achievements**

### **Brownfields Redevelopment**

- Obtained No Further Remediation Letters for two City-owned properties
- Completed full asbestos abatement of 134 N. Main Street to allow for new roof and to better position the property for redevelopment.
- Completed full asbestos abatement of Rockford Watch Factory significantly under budget, which will allow for additional site security measure to occur using surplus grant funds.
- Awarded \$3.9 million in supplement Revolving Loan Fund grant monies from US EPA to help subsidize cleanup work in the community.
- Executed Revolving Loan Fund (RLF) agreement with J Jeffers for \$1.75 million for environmental cleanup at Barber Colman Campus.

### **Sanitation**

- Continue to promote City-wide recycling initiative to improve recycling efficiency and improve awareness of proper recycling practices.

# *CEDD – Economic Development*

## **2022 Continuing Priorities**

### **Programs, Tools and Policies**

- Continue updating City-wide Brownfields Inventory.
- Promote proper recycling to improve efficiency of recycling program.
- Issue frequent Brownfields Revitalization social media releases to encourage community engagement.
- Continue environmental assessment and cleanup activities at Barber Colman Site to support the pending redevelopment project.

### **Planning & Strategic Initiatives**

- Expand online marketing of City-owned Brownfields properties and prioritize new brownfields properties for redevelopment including the Rockford Armory and Chick Hotel properties.
- Applied for \$500,000 in US EPA Brownfields Assessment Grant Funds.
- Continue to monitor and work with Rock River Disposal on improving services to residents.



# *CEDD – Neighborhood Development*

## **2022 HUD Program Goals**

<b>Housing Strategy</b>	<b>CDBG Goal</b>	<b>HOME Goal</b>	<b>Achieved</b>
Housing Development		2	11
Housing Rehabilitation	25	25	29
Homeownership		10	2
Fair Housing	1		
<b>Community Development Strategy</b>			
Clearance/Demolition	30		29
Infrastructure	1		1

# *CEDD – Neighborhood Development*

## **2022 Achievements**

### Homeowner Rehab

29 Homeowner rehab projects completed  
8 under construction  
3 in pre-construction

### Home Accessibility and Barrier Removal Program, in partnership with RAMP

3 under construction  
6 in pre-construction  
2 in application process

Longwood Plaza: \$800,000 loan to Zion CDC for 11 units of the 64 unit rehab project.

9<sup>th</sup> Street Reconstruction: Funded \$1,000,000 of the project. The storm water drainage was improved, the street completely reconstructed and new sidewalks installed.

### Homebuyer Assistance

2 Homebuyers provided with down payment assistance  
2 active applications  
32 denials

### Demolition - Residential Projects

25 Demos  
12 CDBG, 4 General Fund, 8 SCP, 1 TIF

### Demolition - Commercial Projects

4 Demos  
1 CDBG, 3 General Fund

# *CEDD – Neighborhood Development*

## **2022 Achievements– Neighborhood Engagement**

### Neighborhood Improvement Initiative

5 events held

Engaged 32 external partners in NII work

Door-to-Door outreach to 600+ homes

Engaged residents from 222 households

### NII Follow-up:

Secured \$25K from AARP Challenge Grant  
for Entrance Repairs

Revisited all 100 homes in Broadway area

Revisited 140 homes in Coronado Haskell

Revisited all S Main focus area

Latino Listening Session at St Peter and Paul

### Senior Focus

Building connections for HOME and future  
program planning

Conducted focus group discussions at  
Skyrise, Valkommen, and West Gateway

Attended events at Skyrise and Katie's Cup to  
engage with audience

### City Liaison

Repeated door-to-door outreach to 200+  
homes and 20+ businesses for Auburn  
Corridor Study.

Door-to-door to 70+ homes near D1 with  
Domestic Violence resource fair invites

Door-to-door to 70 homes on Highcrest twice  
for Public Works engagement sessions

# CEDD – Sanitation

## 2022 Final Household Hazardous Waste Statistics

MATERIAL	Total Drums	Weight
Acids	11	2,120
Adhesives	250	49,125
Antifreeze	28	12,850
Asbestos	9	905
Bases	19	3,415
Bulked Solvents	66	29,500
Lab Packs	7	315
Lithium Batteries	12	627
Mercury Batteries	0	0
Mercury Debris	3	75
Mixed Bulbs	13	1,385
Nickel-Cadmium Batterie	11	710
Non-Processable Aerosol	31	5,090
Oil Based Paints	60	31,060
PCB Ballasts	1	28
Pesticides Solids	49	9,570
Pesticides Liquid	120	24,574
Processable Aerosols	24	3,140
Straight Lamps	44	2,385
Used Oil	72	32,400
<b>Final 2022 Total</b>	<b>830</b>	<b>209,274</b>
<b>Final 2021 Total</b>	<b>1,169</b>	<b>253,686</b>
<b>Percent Change</b>	<b>-41%</b>	<b>-21%</b>

- 4,603 Total Cars (5,017 in 2021)
- 72.0% Rockford Residents (70.8% in 2021)
- 85.1% Winnebago County Residents (84.8% in 2021)
- 9,023 Used Tires Collected (9,399 in 2021)

*\*Note – Reduced drum counts due to non-processable waste restrictions imposed in August as a result of fire at waste contractor's disposal facility.*



# *CEDD – Sanitation*

## 2022 Sanitation Statistics

HOUSEHOLD WASTE		
2021	2022	Change In Tonnage
Tonnage	Tonnage	
51,332	56,093	9.3%

YARDWASTE		
2021	2022	Change In Tonnage
Tonnage	Tonnage	
7,038	9,109	29.4%



RECYCLING		
2021	2022	Change In Tonnage
Tonnage	Tonnage	
8,496	7,687	-9.5%

DEMOLITION DEBRIS		
2021	2022	Change In Tonnage
Tonnage	Tonnage	
7,116	2,750	-61.3%

# *CEDD – Sanitation*

## 2022 Sanitation Contractor Customer Service Statistics

### MISSED PICK-UPS

2021	2022	% Change
1,302	856	-34.3%

### CUSTOMER SERVICE CALLS

2021	2022	% Change
4,466	4,794	7.3%



### SERVICE COMPLAINTS

2021	2022	% Change
80	122	52.5%

### AVERAGE CALL-IN HOLD TIME (SEC)

2021	2022	% Change
156	151	-3.0%

# **Head Start / Early Head Start**

## **2022 Year in Review**

# Year in Review

## 534 - Head Start Funded Enrollment 3-5 Years of age

- 509** Children Served
- 442** Families Served
- 99** Two Parent Families
- 35** Homeless Families Served
- 73%** Average Daily Attendance
- 66%** Income Eligible Children Served at or below 100% of Federal Poverty guidelines
- 45%** of Head Start Children Received Medical Exams
- 51%** of Head Start Children Received Dental Exams

Head Start Locations	Part Day 9 month Enrollment	Full Day 9 Month Enrollment	Full Day Full Year Enrollment
Beyer School	204	80	
Summerdale School	136	40	
Hand-n-Hand Child Care			34
YMCA			40



# Year in Review

## 146 - Early Head Start Funded Enrollment Birth - 3 years old and pregnant women

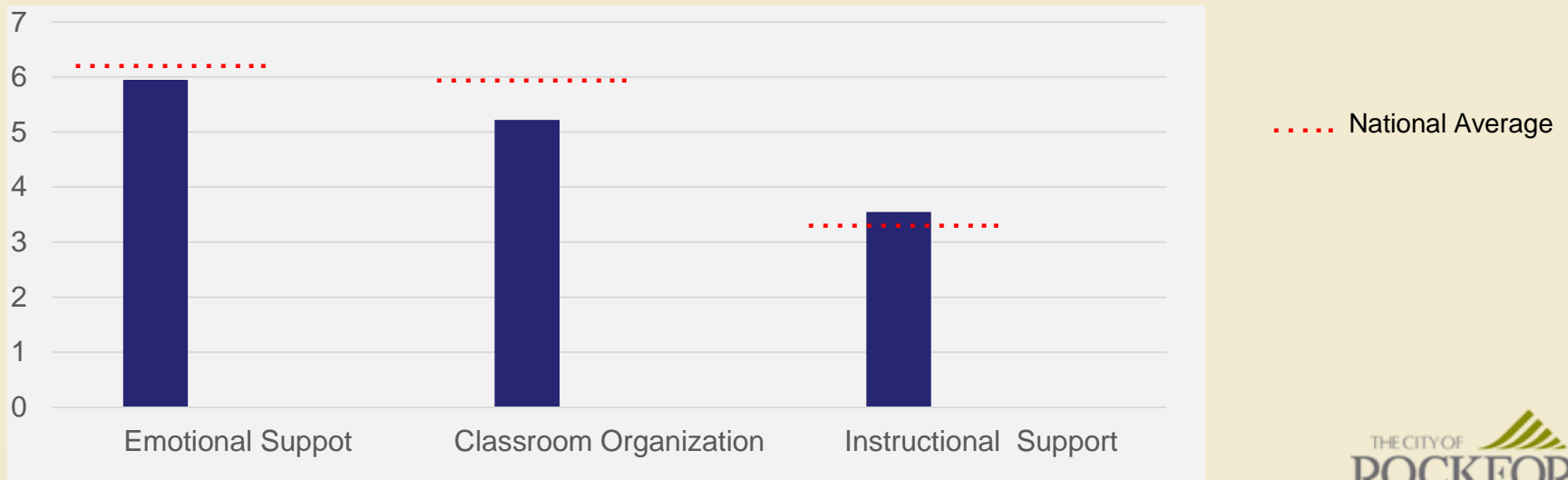
- 283** Children Served
- 220** Families Served
- 62** Two Parent Families
- 15** Homeless Families Served
- 19** Pregnant Women Served
- 66%** Income Eligible Children Served at or below 100% of Federal Poverty guidelines
- 42%** of children were up to date on well child checks
- 29%** of Children completed an Oral Health Assessment

Early Head Start Locations	Enrollment
Hand-n-Hand Child Care	26
Home Based Services	114
Pace Center at Fairgrounds	24
Trinity Day Care	16

## 2021-2022 Class Assessment Scores

The Head Start Classroom Assessment Scoring System (CLASS) is an observation tool that focuses on the effectiveness of classroom interactions among teachers and children. These daily interactions promote children's social and cognitive development. Children thrive when teachers create nurturing, well managed settings and provide frequent and engaging opportunities to learn. Each Head Start Classroom is observed yearly and the scores are used to provide teachers with additional professional development including individual coaching and Peer Group Learning Communities.

CLASS data from the collaboration classrooms at Summerdale, Beyer, Hand n Hand Child Care and YMCA Children's Learning Center for this program year shows that the scores exceed the national average in Instructional Support, meet the national average in Emotional Support and are slightly below the national average in Classroom Organization. Additional training and teacher support will be provided to increase the CLASS scores for the next program year.



# 2021-22 Early Head Start Outcomes Data

Early Head Start program provides infants and toddlers with high quality early learning experiences using research based curricula and individualized activities. Progress toward child development outcomes is measured using the Hawaii Early Learning Profile (HELP) assessment tool. The tool includes several observable, sequential and developmentally ordered skills to track children's development in the following domains; Approaches to Learning, Social Emotional Development, Language and Literacy, Cognition and Motor and Physical Development.

**Approaches to Learning** – End of year data shows that 89% of enrolled infants and toddlers met the objectives in this domain.

**Social Emotional Development** – 93% of infants and toddlers were meeting or exceeding expectations measured in this domain.

**Language and Literacy** – At year end, 80% of children met or exceeded expectations for language and literacy.

**Cognition** – End of year data shows that 84% of infants and toddlers met or exceeded expectations in the Cognition domain.

**Motor and Physical Development** – 92% of children met or exceeded expectations measured in this domain.

# 2021-2022 Head Start Outcomes Data:

Head Start prepares children for kindergarten using a variety of teaching strategies and individualized learning activities. Progress toward kindergarten readiness is tracked using the outcomes data tool, the Early Learning Scale (ELS). The ELS uses observable indicators to track children's development in 5 domains; Math and Science, Social-Emotional/Social Studies, Language and Literacy, Physical Development, and The Arts.

**Language:** 68% of 3 year olds and 91% of 4 year olds met or exceeded expectation in spring 2022.

**Math:** 55% of 3 year olds and 85% of 4 year olds met or exceeded expectations in spring 2022.

**Motor:** 78% of 3 year olds and 93% of 4 year olds met or exceeded expectations in spring 2022.

**Scientific Inquiry:** 27% of 3 year olds and 60% of 4 year olds met or exceeded expectations. In spring 2022.

**Social:** 57% of 3 year olds and 96.7% of 4 year olds met or exceeded expectations in spring of 2022.

# Family Engagement

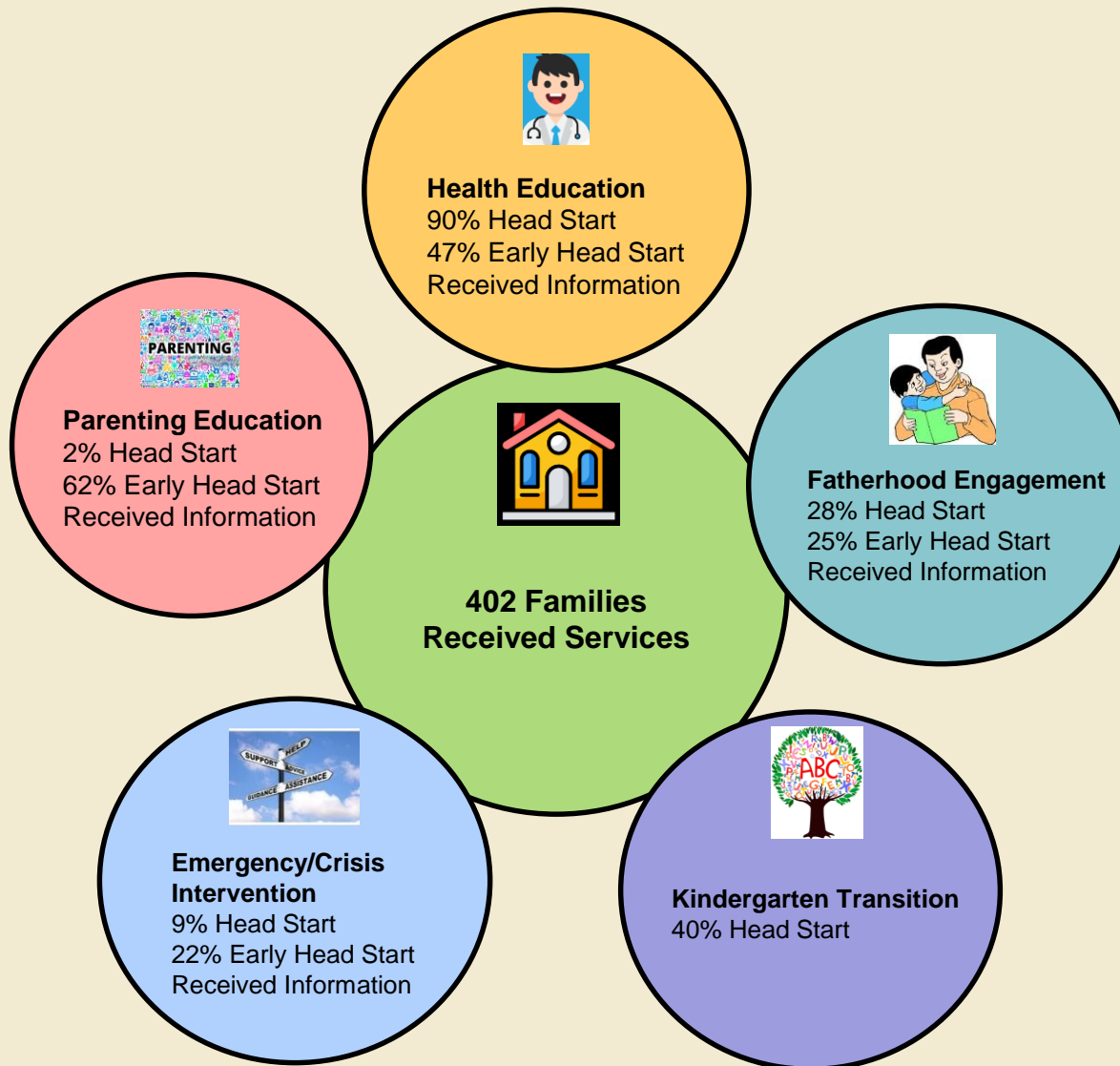
Family Support Specialists and Early Head Start Home Visitor Teachers partner with families to build positive and goal-oriented relationships and we provide or connect them with services designed to strengthen families.

Parent education and activities are provided per program option and site. Opportunities include but are not limited to Health & Wellness, Community Resources, Continuing Education, Job Training, Car Seat Safety, Parent Cafes, Dads' Group, Kindergarten Transition, and Parent/Child activities.

Families play a critical role in their child's developmental growth and academic success. Families collaborate with Head Start/Early Head Start staff to determine individualized family goals. Goals may focus on enhancing family well-being, promoting their child's school readiness, entering the work force, or continuing education.



# Family Engagement



# *Head Start*

## **Achievements**

- FA2 Federal Review occurred in April 2022 and there were no findings
- 433 people attended a Moving on Celebration on June 9, 2022 to celebrate our children and families moving on to kindergarten following the COVID-19 pandemic.
- Collaborated with RPS to offer a second year of summer programming for children going on to kindergarten
- Overall, children made gains in all areas of development despite the impacts of COVID-19 continuing





# *Head Start*

## **Areas for Improvement**



- Complete strategic planning in preparation for a new grant period
- Address staff wages, shortages
- Collaborate with the community to address teacher shortages
- Find more affordable options for transportation
- Meet the increased social-emotional needs of children and families



# Community Services Division

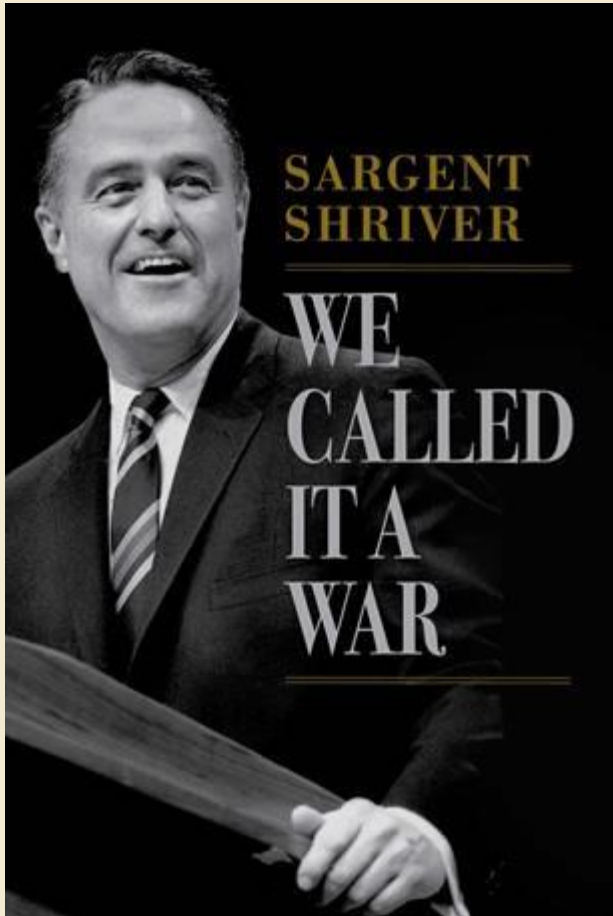
## *A Community Action Agency*

### 2022 Year in Review



*We are the Community Action Agency serving Boone & Winnebago Counties, engaging all citizens in building stronger communities.*

# *Community Services Division*



The purpose of a local Community Action Agency is to work towards ending poverty in the community they serve. This is a challenge that takes time, funds and the involvement of the entire community.

As a Community Action Agency, we address poverty, citizen by citizen, working to alleviate the strain poverty places on individuals and families by offering targeted, locally developed programming. Our division addresses educational poverty, energy and housing insecurity (including homeless and rental assistance), in addition to addressing food insecurity.

*"The simplest description of the War on Poverty is that it is a means of making life available for any and all pursuers". Sargent Shriver*

# *Community Services Division*

## Energy Insecurity

Energy insecurity addresses the fact that a low income person spends **4 times more** than an average household on utility costs. A household in poverty spends 8.1% of their income on utilities compared to 2.3% of an average household. In fact, two of every five low-income households experience severe burdens, spending more than 10% of their income on energy costs.

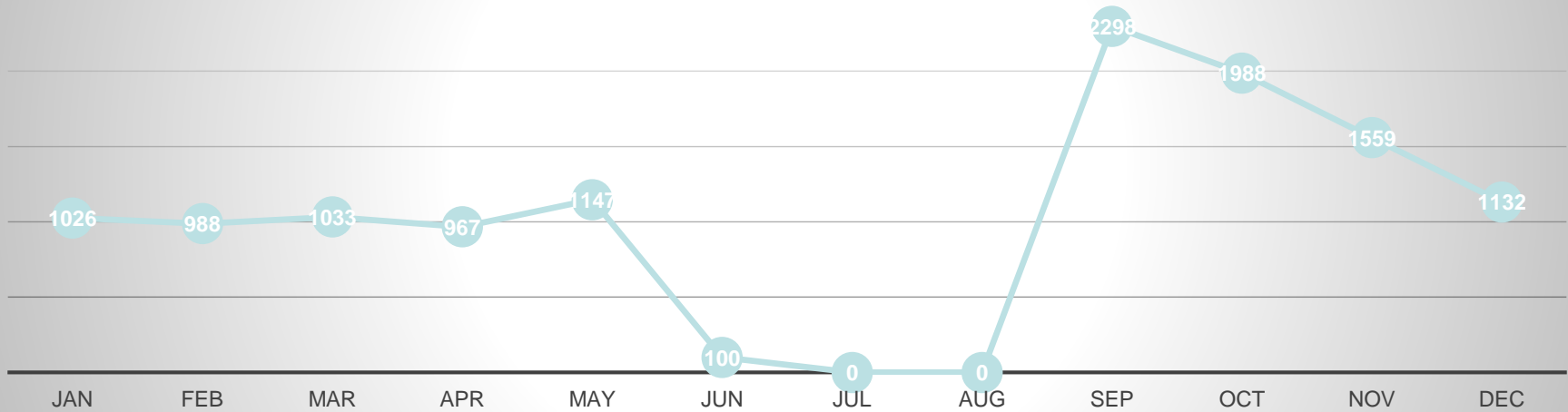
Our Low Income Home Energy Assistance Program (LIHEAP) serves an average of **9,500 residents** a year, many of them seniors and disabled on fixed incomes. However, in 2022 we processed nearly **12,500** applications, serving more than **11,000** households. Our program is one of the highest performers in the State of Illinois, reaching more residents than any community other than Chicago.

Challenges presented as a result of COVID forced us to adapt to alternative ways of serving the public that proved to be beneficial to the community and staff alike. In order to respond to the increased need, we reinstated outreach sites in November 2022, thereby serving a greater number. We also continued to accept applications by phone using upload features to obtain the documents as required.

# *Community Services Division*

Normally, LIHEAP runs from September 1<sup>st</sup> to May 31<sup>st</sup>, with the remaining months used to resolve and complete applications and prepare for the new year. This year there was a significant UDAP (Utility Disconnection Avoidance Program) implemented in the spring for LIHEAP participants. Bulk payments resolved their debt to avoid disconnection. Additionally supplemental payments of \$100 was added to the original benefit of every active applicant during the summer months. UDAP (ComEd) paid 7,285 accounts for a total of \$786,449. UDAP (Nicor) paid 822 accounts for a total of \$502,022.

## 2022 Applications



**12,388** applications taken by year end

# *Community Services Division*

We also offer the Percentage of Income Payment Program or PiPP. PiPP is truly designed to offset the disparity of how much a low income household pays for utilities. The goal is for each person in PiPP to pay **6%** of their monthly income for their utilities and the PiPP program makes up the difference. In reality, the budget bills are so high and the monthly assistance is capped at \$75 per utility.

Therefore, many people pay much more than 6%. In fact, most pay as high as 25% in some cases. PiPP participants who stay on track and pay monthly have 1/12 of any arrearage forgiven each month they pay on time. This program not only helps, it teaches good budgeting habits. We average **1,300 participants** in PiPP. Unfortunately, growth has halted due to funding caps and budget maximization.

# *Community Services Division*

In 2022, we assisted over 750 LIHEAP recipients obtain energy savings kits offered by ComEd and Nicor.



Kits are mailed directly to their home. Kits include LED lightbulbs, nightlight, low-flow shower head, faucet aerator, power strip, caulk, door sweep, weather strip and plastic wrap for windows. Each kit includes instructions on how to install the items as well as provide other energy savings tips.

# *Community Services Division*

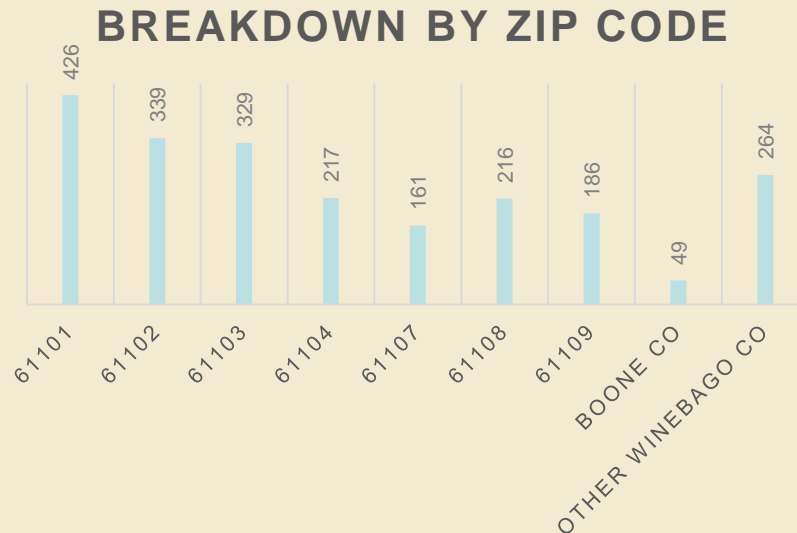
The Emergency Furnace Program is one of the programs managed by our LIHEAP team to addresses energy insecurity. This program restores heat for low income homeowners. Demand for this program has increased this past year by 12%, resulting in **87 households** having heat restored. Our agency continues to run a pilot program offered by the State, where a voucher is provided to a participating contractor for income qualified participants to use to restore heat.

Once again, the Weatherization team overcame challenges this year including the loss of staff members, issues with the supply chain and an increase in the material prices. However, staff were able to weatherize 44 homes, meeting required target SIR (savings to investment ratio) measures. With continued COVID protocols in place, homeowners are more comfortable having weatherization perform work this year, compared to previous (pandemic) years. We hope to complete 60 homes this program year.



# *Community Services Division*

Low Income Household Water Assistance Program (LIHWAP) was created in response to the COVID 19 Pandemic to ease the burden of water and reclamation payments for low-income household. Maximum amount of assistance per year is \$1,500. The program began in December 2021. To date we have assisted 2,187 households, 1,178 with water and 1009 with reclamation.

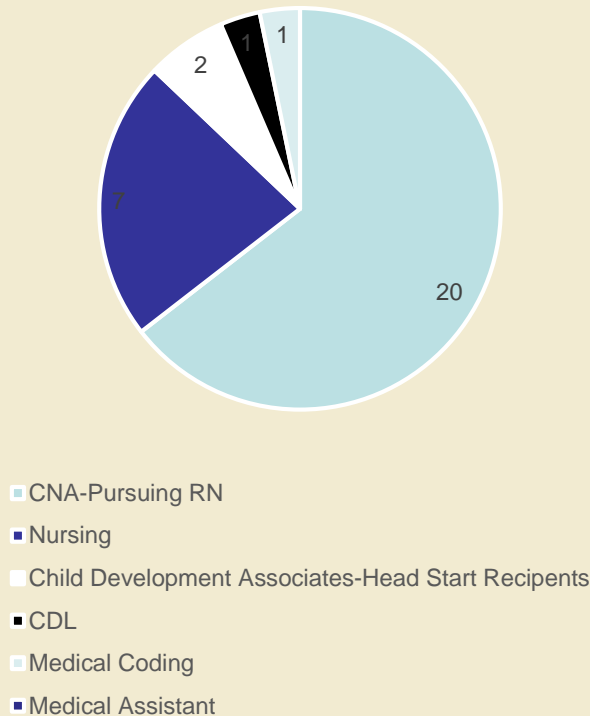


Boone County residents in Belvidere, Caledonia, Capron, Poplar Grove. Oher Winnebago County residents in Cherry Valley, Loves Park, Machesney Park, Rockton, Roscoe and South Beloit.

# Community Services Division

Our Community Services Block Grant (CSBG) funds continued to support local residents this year through ongoing programs. This includes supporting **33 households** with skill training costs and **6** with college scholarships totaling \$25,000.

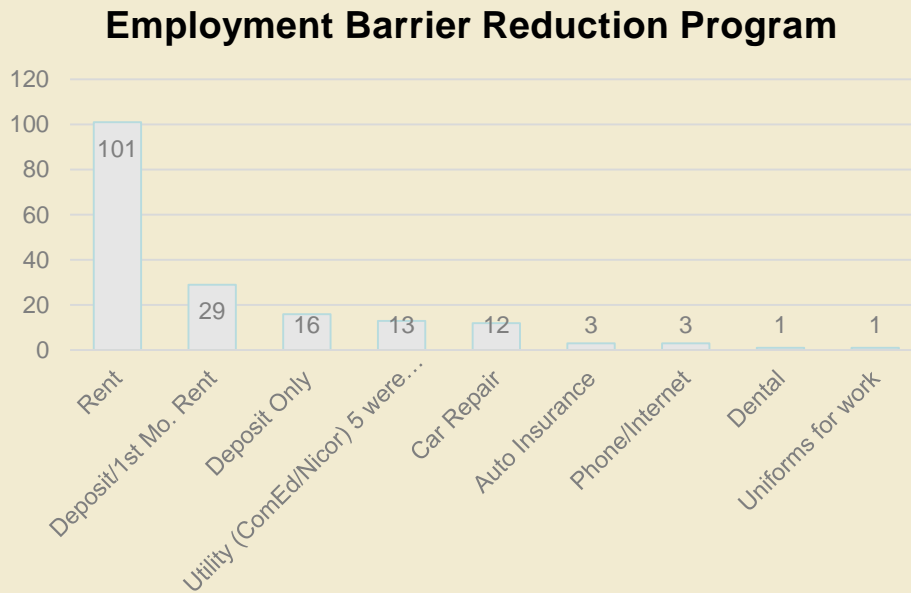
Certification Training Financial Assistance



CSBG also assisted **28 homeowners** with emergency life/safety repairs including water heaters, air conditioning, furnace control board and other urgent needs. In addition, we assisted **109** individuals/families with obtaining birth certificates, car repair, auto insurance, license and registration, as well as relocation assistance to those who had support systems in other communities, throughout the nation.

# *Community Services Division*

Barrier Reduction Pilot Program-Removing the barrier of employment for SNAP eligible participants.



Housing to maintain employment was the greatest need. 5 of 13 individuals that received utility assistance were homeless, ineligible for LIHEAP and had to pay sizable past utility bill before they could move into subsidized housing.

# *Community Services Division*

Previously, the Family Peace Center identified concerns that domestic violence would increase as a result of COVID isolation and stress. Remedies Domestic Violence Shelter was forced to reduce capacity for a second straight year due to COVID, unfortunately, this has remained the same due to staffing issues.

CSBG continued its partnership in supporting domestic violence survivors, assisting **5 survivors with temporary safe housing** when the shelter was full. We also helped **10** of these survivors move to new, safer housing (security deposits) and **5** survivors relocate to another state where they had a support system of family or friends, **2** were assisted with license and insurance, **1** was assisted with emergency car repair.

CSBG also provided matching funds for **19** youth households who were enrolled in the CoC Youth Rapid-Rehousing Program and **5** enrolled in CoC Adult Rapid-Rehousing.

# *Community Services Division*

During the summer, we had **30 summer food** sites, in Boone and Winnebago counties. We served **31,302** meals during the summer.

Celebrating more than a decade, our Community Garden Program served **eleven gardens** which produced **nearly 1900 pounds** of produce for low income households utilizing **1,757 volunteer hours by 852 volunteers (408 adults, 444 youth)**.

Community Action, Rockford Park District and Northern Illinois Food Bank held **3 family market events** (June, July, August) at Keye-Mallquist Park serving an average of **200 families** each month.

# *Community Services Division*

Housing insecurity and homelessness are complex issues. Even prior to COVID, local renters were paying 40-50% of their income towards rent. COVID caused a seismic level loss of income for local residents. With housing already being a large part of any families budget, it was one the first and most severely impacted safety nets. Overwhelmingly, housing assistance has been the highest increase in demand we have seen in the past year. For those already barely hanging on, minorities and single parent renters, only the eviction moratoriums have kept us from a tidal flow of homelessness.

As the eviction moratorium came to an end, Community Action did its best to keep people housed by having staff working actively with the local eviction court. By participating in the court proceedings, we were able to determine which families were eligible for services to avoid eviction and homelessness. We dedicated almost all of our million dollars in CSBG CARES funds towards housing, exhausting all funds prior to September 2022. In addition, the Community Services division assisted all Head Start/Early Head Start students and families with educational & developmental learning kits.

# *Community Services Division*

CSBG CARES also provided further assistance as listed below:

- Rental assistance to **123 families**
- Mortgage assistance to **10 families**
- Deposit assistance to **1 household**
- 16 families were assisted with car payments, auto insurance, child care, utilities, groceries/household supplies and additional furnace repairs.

Using IDHS Homeless prevention funds, we also assisted an additional **174 households** either in housing placement or eviction prevention (17 experiencing DV situations). Of those **95% remained stably housed**, 1% lost their housing and 4% did not respond to our follow up survey.



# *Community Services Division*

## ***Homelessness and COVID***

- In efforts to keep homeless numbers from growing with the pandemic, homeless staff continued to work closely with partner agencies.
  - One staff person did outreach on a full-time bases, hitting the streets daily looking for homeless persons. Four staff added approximately **12 hours of nighttime street outreach** to their schedule each month.
- To help with the prevention of the COVID-19 virus through the homeless population, staff worked with the unsheltered population, those with chronic health issues, those who are not shelter appropriate, and those who could not go due to shelter capacity or closures.
  - Homeless staff continued to work with the Winnebago County Health department to get COVID+ persons into the isolation locations—much coordination had to be put into place to ensure the person was tested, provided appropriate health care, transportation to the isolation room, and provided meals & necessities for the duration of the stay.
  - From 1/01/2022-12/31/2022, **187 persons** were placed into hotels to ensure their safety. Many of these were due to shelters being at capacity.

# *Community Services Division*

## **Homelessness**

Homelessness reflects the failure of our social systems to serve people of all racial and ethnic groups equally in housing, education, employment, wealth accumulation, health care, and justice.

### Homeless Data 2021

#### Current Homeless Numbers (as of 01/20/2023)

Sub-Population	Number of Homeless
Veterans	8
Chronically homeless	2
Youth (16-24) single or pregnant/parenting	8
Families w/children	18
Single adults (or multiple adult households)	148
Total for all populations	184

#### Homeless Outcomes 1/1/2022-12/31/2022

Sub-Population	Outcomes
Veterans	12 housed
Chronic	3 housed
Youth (16-24) single or parenting	71 housed
Families w/children	94 housed
Single adults	201 housed
Total for all populations	381 housed

# *Community Services Division*

In calendar year 2022, homeless staff continued to act as the Single Point of Entry, conducting homeless intakes. A total of **381 households were able to secure housing** in a variety of settings—permanent supportive housing, public housing, rapid-rehousing programs, market rate rents, and placements with family/friends. **292 households were moved to our inactive** list—some have re-entered homelessness since then, some went to institutions or left the area, some passed away before securing housing, and many we suspect obtained their own housing without reporting to us.

In addition to the work we do with the homeless, we also want to ensure new people do not end up homeless due to the pandemic.

- With HUD's funding for Federal CARES ESG—Homeless Prevention—we served an additional **13 households and 32 total people**

# *Community Services Division*

This agency helped many people in our internal HUD funded homeless programs, those programs and numbers are as follows:

Program Name	Households Served	Number of People Served
STATE ESG ESG- Rapid Rehousing	9	12
Federal CARES ESG-Rapid Rehousing	89	199
State CARES ESG-Rapid Rehousing	68	161
Youth CoC Rapid Rehousing	18	35
Total # assisted through homeless programs	184	407

In addition, the City sub grants almost 1.5 million dollars in HUD CoC homeless funds to our community partners to provide permanent housing. These partners include Shelter Care Ministries, Carpenter's Place and Rosecrance. Additional funds were sub-granted out through the two ESG CARES grants.

# *Community Services*

## Challenges

- As previously noted, our division never shut down due to COVID. Our agency continued to provide the much needed services to our two county service area. We continue to take mitigation efforts to keep staff safe including, redesigning workspaces, regular disinfection and limiting face to face exposure to customers.
- The continued loss of weatherization staff combined with supply chain issues once again significantly slowed weatherization implementation.
- The homeless program lost several team members causing delays in service and increased burdens on remaining staff. Three (3) new staff members have began employment in less than four (4) months and one position remains open but, currently covered by other staff members.
- With the end of the eviction moratorium and limited federal emergency rental assistance (ERAP), court ordered evictions, rent and deposit amounts have increased, some landlords requiring double deposits. They have also increased application fees and have become more selective in their application process.

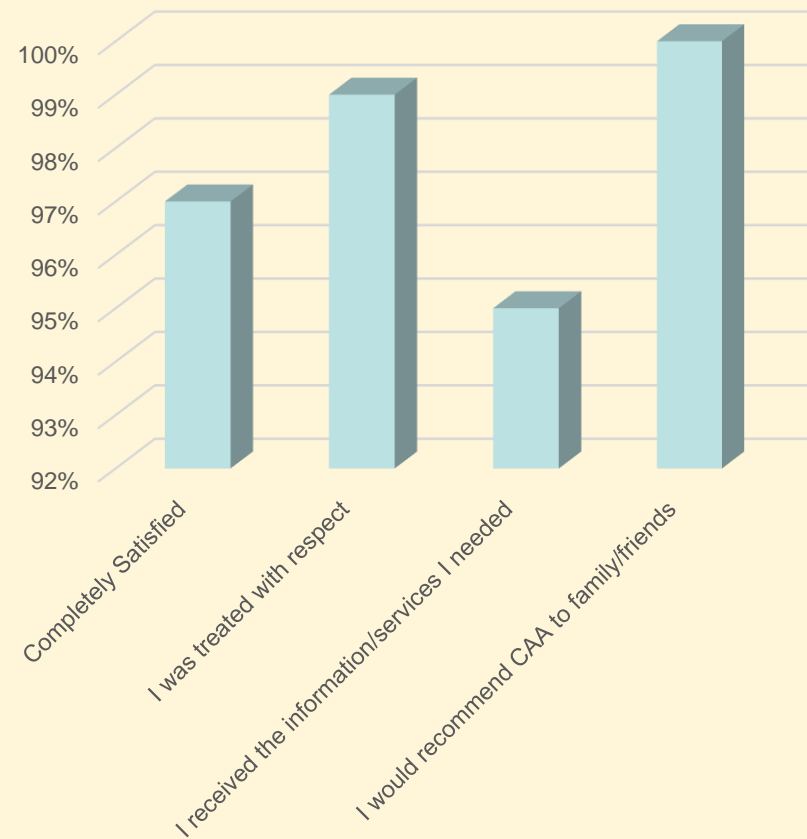
# Community Services

## Successes

The graph to the right, illustrates customer satisfaction surveys in the past year. We encourage all populations to complete surveys but should note that those who are homeless have a much lower survey response rate.

We continue to refine process to ensure that our customers receive the most efficient and effective services as possible with the capacity of our staffing and grants.

Customer Satisfaction Report



# *Community Services*

## **Successes**

- We have kept our numbers stable and even decrease some homeless populations. Our Nationally recognized homeless program continues its mission with the goal of ending all homelessness.
- Although we are seeing a huge increase in the acuity of mental health symptoms of the homeless, we have created a committee to address these concerns and have also created strong partnerships with the hopes of receiving additional funding opportunities.
- The Weatherization Program now has two additional nationally recognized certified energy auditors.
- Our LIHEAP Program has once again been identified as one of the top performing agencies in the state.



# Finance Customer Service Center

Presented by Wendy Lara  
Customer Service Manager

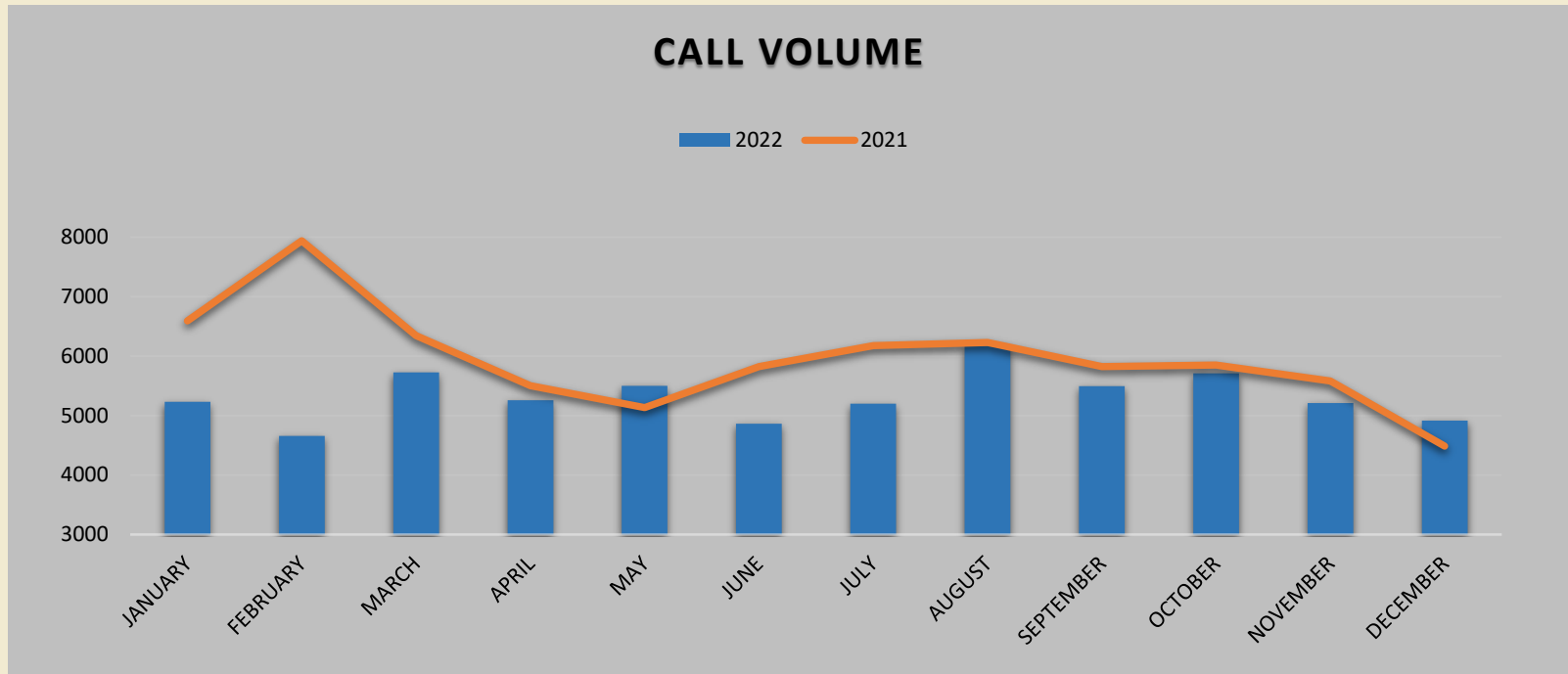
# Finance-Customer Service Center

## 2022 CSC SCORECARD

Monthly Performance	2022 Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD AVG 2022
Total number of calls	6,750	5232	4658	5726	5259	5501	4864	5199	6164	5492	5711	5211	4916	5,328
Average Time to Answer in sec.	30	80	43	27	40	37	34	61	81	65	104	88	73	61
% Calls Abandoned	8%	8.49	5.30	2.97	4.13	4.82	3.91	7.16	7.93	7.36	11.12	11.30	8.10	6.88

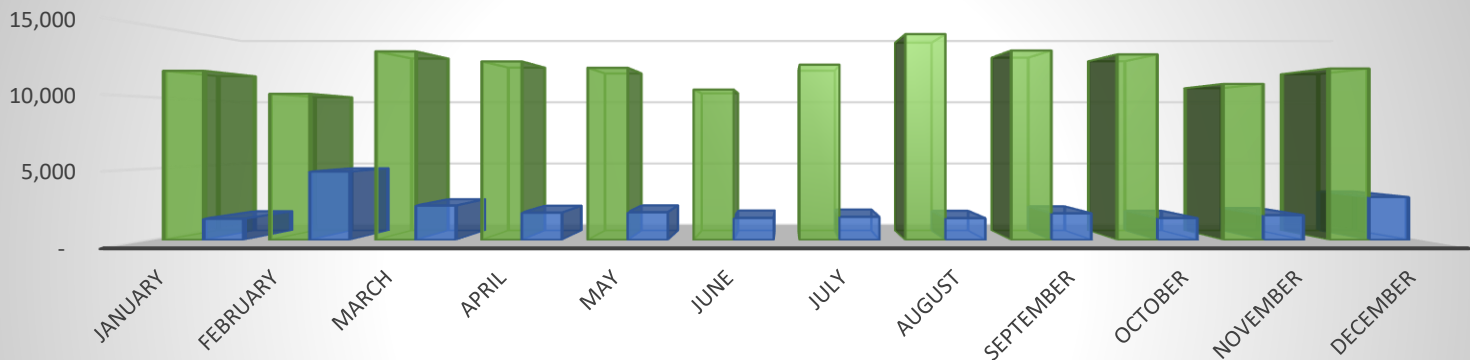
Targets based on AWWA Benchmarking Water Utility Customer Relations Best Practices

# *Finance-Customer Service Center*



# Finance-Customer Service Center

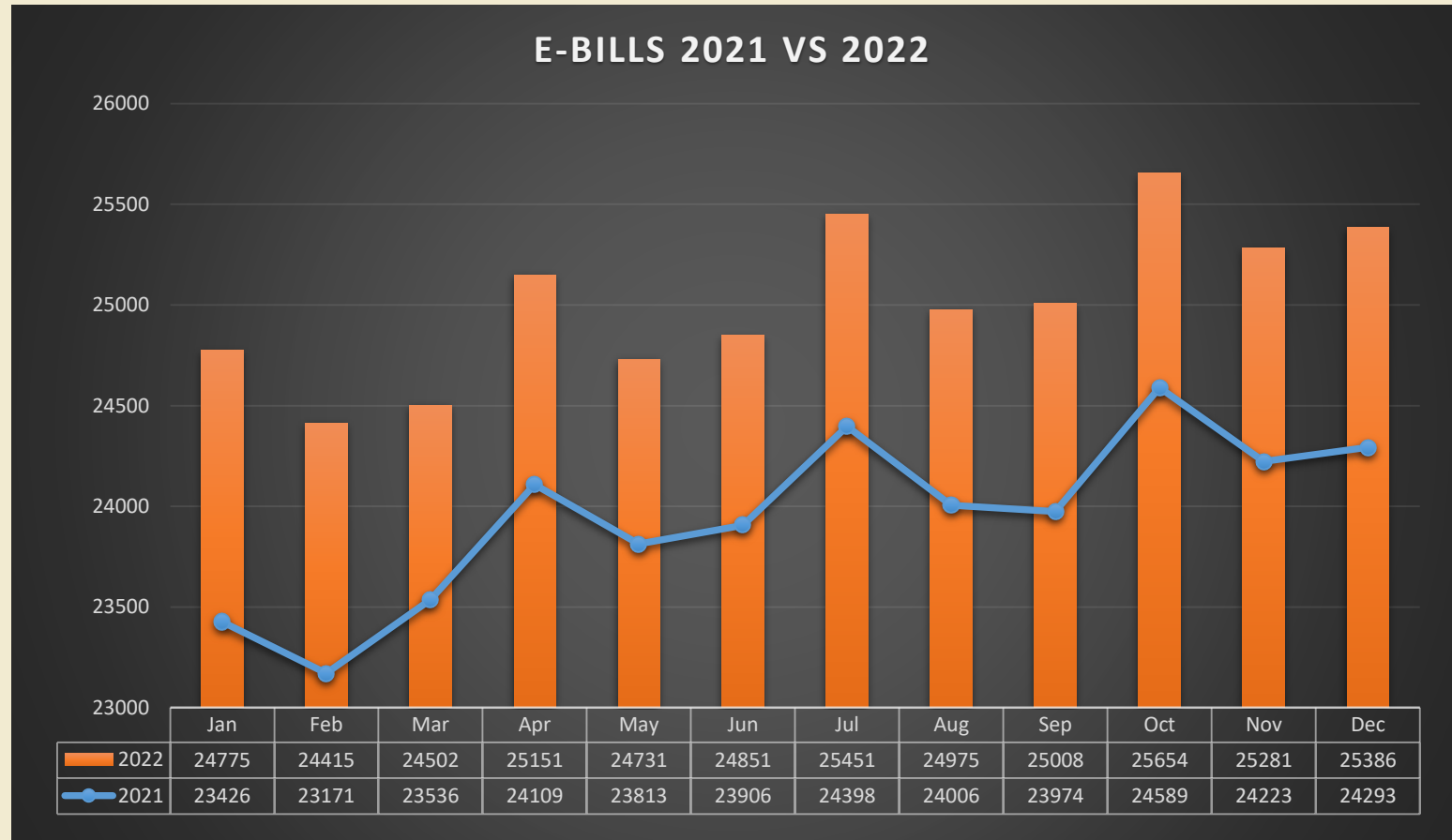
2022 CITY HALL PAYMENTS



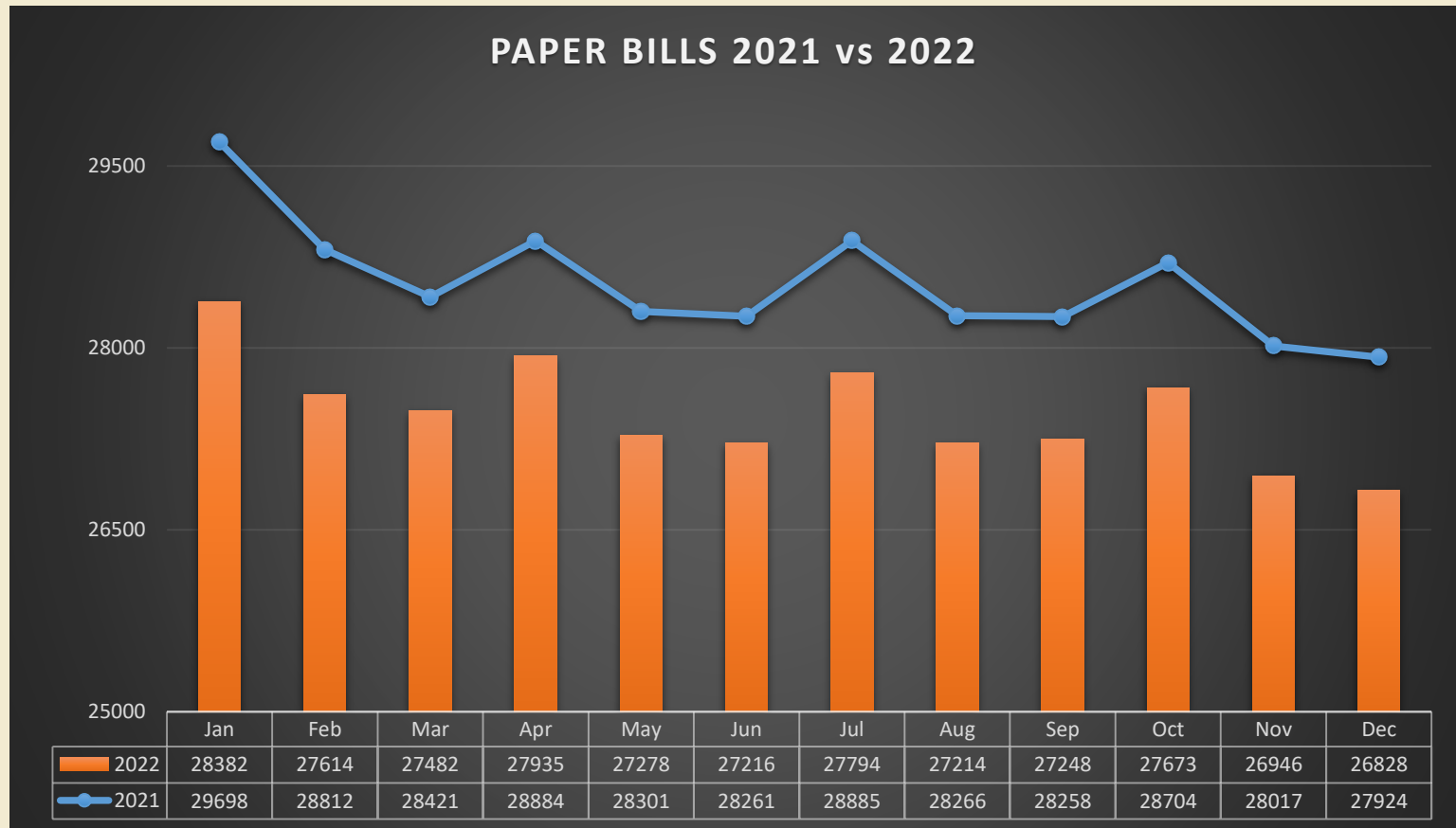
	January	February	March	April	May	June	July	August	September	October	November	December
In Person	11,847	10,237	13,201	12,503	12,057	10,532	12,269	14,410	13,266	12,991	10,925	12,003
Mail	1,494	4,790	2,416	1,920	1,945	1,552	1,627	1,530	1,870	1,537	1,746	3,013

In Person Mail

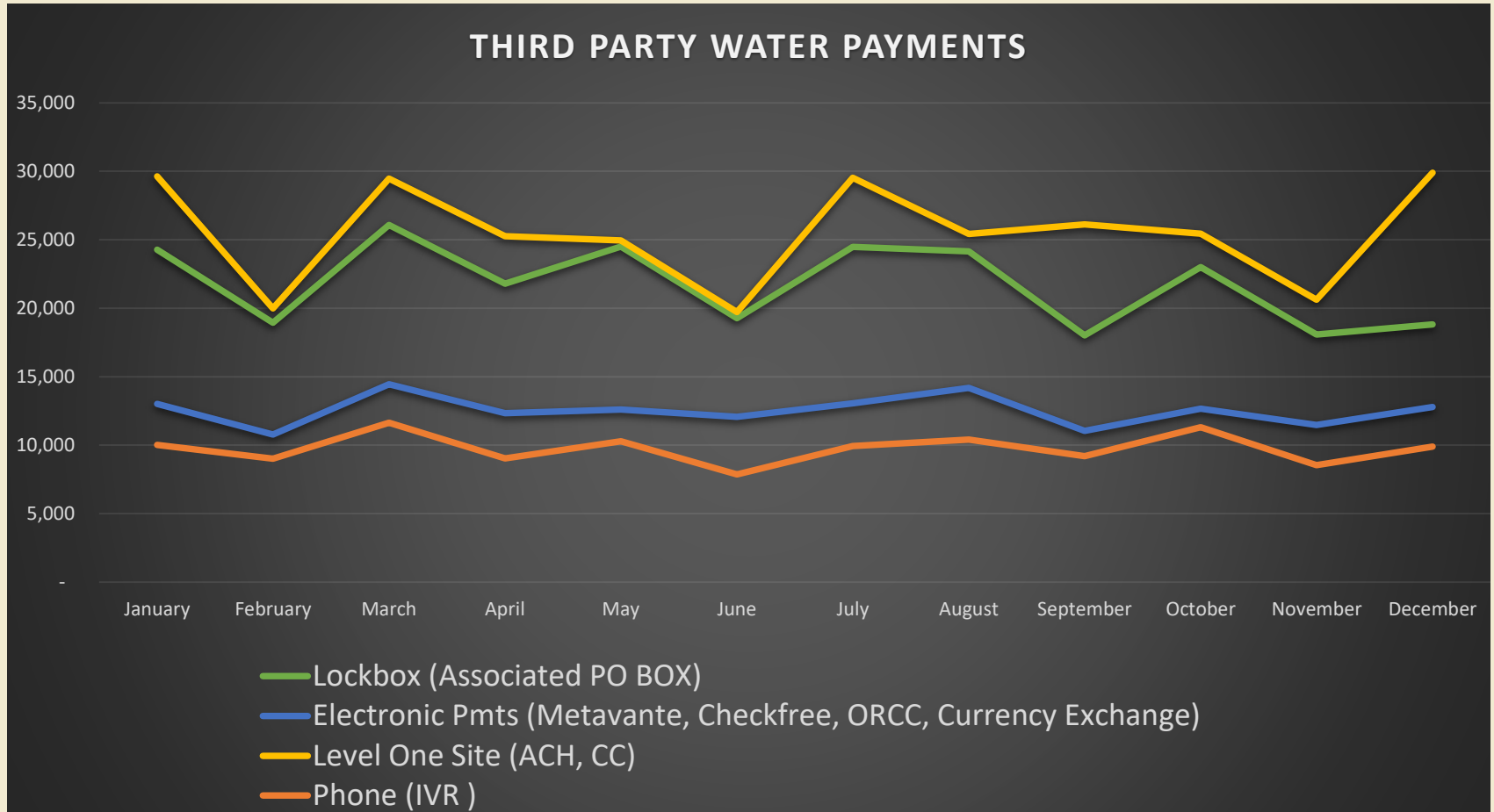
# *Finance-Customer Service Center*



# *Finance-Customer Service Center*



# *Finance-Customer Service Center*





# *Finance-Customer Service Center*

## 2022 - Highlights

- Took a total of 63,933 calls. An 11% decrease from 2021.
- A total of 146,241 payments were processed at City Hall. A 20% increase from the prior year.
- Our closing team provided 4,163 estimates to Title Companies and Law firms.
- Received a total of 3,278 email requests. An increase of 38% from the prior year. Email requests have been on the rise for the last 2 years.
- Paper bills decreased 4% as more residents opt for e-billing
- Online payments increased 6% and are now the number one payment method used by customers.

# *Finance-Customer Service Center*

## 2022 - Highlights

- Established collection process on delinquent Water and Rubbish accounts.
- Cleared uncollectible accounts in order to maintain our system up to date.
- One area of opportunity is to improve on the average time to answer phone calls. The highest month was October with 104 seconds.
- A big challenge in our area is to obtain the most up to date information from other departments including new City employees. CSC depends on that information in order to refer customers to the appropriate person/department for assistance.

# **Human Resources**

**2022 Year End Review**

**Presented By:  
Shurice Hunter  
Director of Human Resources**

# Human Resources

## Wellness Center – 2022 – Year 8

### Engagement

**85%** Employee Engagement

MH EE Benchmark: 55%

### Member Satisfaction

**94.2%** Average  
Member Satisfaction

97/103 People either "Satisfied or  
"Very Satisfied" with their visit.

### Health Outcome Improvements

**68%** Unique Members Making  
Progress on Biometrics

MH EE Benchmark: 63%

### High Risk Employee Engagement

**90%** Employee High/Chronic  
Engagement

MH EE Benchmark: 66%

### Repeat utilization

**4.3** Average Visits per  
Engaged Employee in  
Last 18 Months.

MH Benchmark: 2.8

### Savings

**\$1.05M** Year 8 User vs Non-  
User Savings

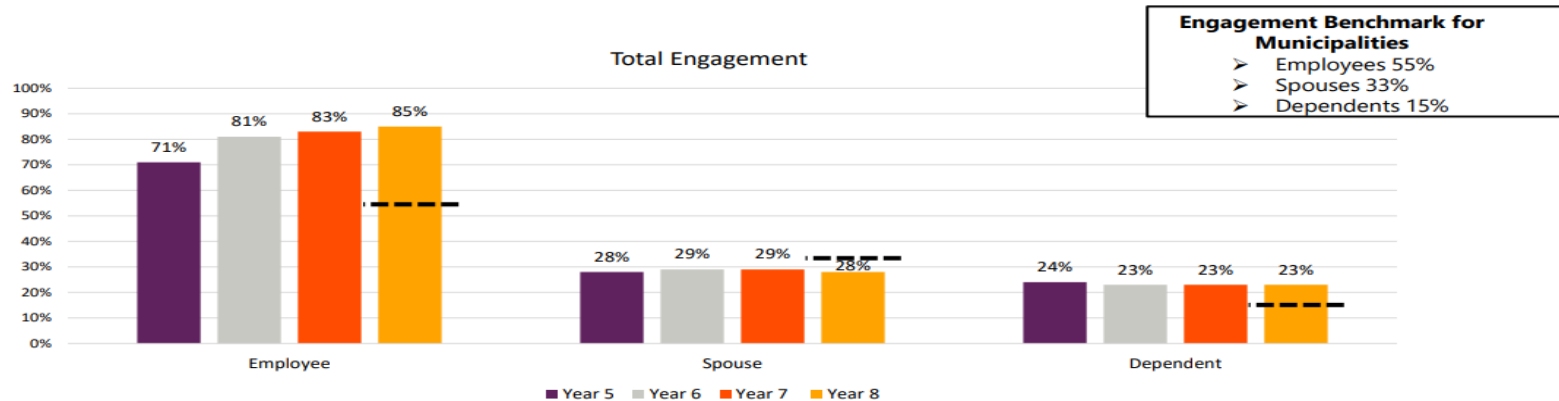
**\$37.9M** Estimated Cumulative  
Claims Savings

# Human Resources

## Wellness Center – 2022 – Year 8

### Health Center Engagement by Relation

Engagement defined as members with at least one visit in last 18 months (any visit type)



Estimated Yearly Savings - Total Claims		
	Annual Savings	ROI
Year 1	\$ 1,859,541	2.13
Year 2	\$ 1,654,173	1.94
Year 3	\$ 4,212,502	4.89
Year 4	\$ 3,422,923	3.80
Year 5	\$ 6,379,600	6.70
Year 6	\$ 5,521,601	6.12
Year 7	\$ 6,410,576	6.99
Year 8	\$ 8,401,821	9.52
Cumulative	\$ 37,862,736	5.28

# Human Resources

## Wellness Center 2022

### Engagement Opportunities

CoR Wellness Center is hosting a webinar:

**Setting Priorities & Goals  
for the New Year**

[Register for Webinar](#)



Marathon Health. | CoR Wellness

**Complete  
Your Incentive,  
Get Rewarded**

Earn \$100 for completing the 3 steps listed below  
by December 31, 2022!

**How do you know if you  
are at risk for diabetes?**



**It'll be back-to-school  
time before you know**

Get your student ready with a **FREE**  
school or sports physical!

Protect Yourself and Your Family this Winter

**New Bivalent COVID-19  
Booster Now Available**



**Join the CoR Wellness Center Team for a Get  
Financially Fit Webinar!**

# Human Resources

## Wellness Center 2022 –Events/Programs

October 2021	November	December	January 2022	February	March
<ul style="list-style-type: none"> <li>Breast Cancer Awareness L&amp;L</li> <li>PTW Flu Shots &amp; Biometrics</li> <li>Flu Clinics</li> </ul>	<ul style="list-style-type: none"> <li>Mental Fitness L&amp;L</li> <li>Treat Yourself Campaign</li> </ul>	<ul style="list-style-type: none"> <li>AFSCME Incentive</li> <li>Healthy Holiday Eating L&amp;L</li> </ul>	<ul style="list-style-type: none"> <li>Covid Booster Clinic</li> </ul>	<ul style="list-style-type: none"> <li>InBody Promotion</li> </ul>	<ul style="list-style-type: none"> <li>Financial Fitness L&amp;L</li> <li>Anthony's World Tour (City Yards &amp; Water Dept.)</li> <li>BP Checks</li> <li>Bringing Happy Back L&amp;L</li> <li>National Nutrition Month Promotion</li> </ul>
April	May	June	July	August	September
<ul style="list-style-type: none"> <li>InBody Promotion</li> <li>Anthony's World Tour (Dist. 1 &amp; 2)</li> <li>Sun Safety L &amp; L</li> <li>BP Checks</li> </ul>	<ul style="list-style-type: none"> <li>Mental Health Promotion</li> <li>MH Incentive Program Management Roll-out</li> </ul>	<ul style="list-style-type: none"> <li>School &amp; Sports Physicals</li> </ul>	<ul style="list-style-type: none"> <li>School &amp; Sports Physicals</li> <li>Anthony's World Tour (Dist. 3 &amp; Fire)</li> <li>Battle of the Badges</li> <li>BP Checks</li> </ul>	<ul style="list-style-type: none"> <li>Know your Numbers L&amp;L</li> <li>Biometric Screenings</li> <li>Smoking Cessation Promotion</li> </ul>	<ul style="list-style-type: none"> <li>Employee Wellness Fair</li> <li>Flu Shot Clinic</li> <li>Path to Wellness Promotion</li> </ul>

# Human Resources

## Health Plan By The Numbers

Health Plan by the Numbers				
Plan Costs	2020	2021	2022	Change
Medical Only	\$ 13,238,568.65	\$ 11,475,997.26	\$ 12,542,089.00	\$ 1,066,091.74
Total Plan Expenses	\$ 18,432,120.07	\$ 16,609,107.14	\$ 18,605,705.00	\$ 1,996,597.86
Cost per Employee	2020	2021	2022	Change
No. of Employees/Retirees	1191	1187	1177	-10
Medical Only	\$ 11,115.51	\$ 9,668.07	\$ 10,566.21	\$ 898.14
Total Plan Expenses	\$ 15,476.17	\$ 13,992.51	\$ 15,674.56	\$ 1,682.05
Cost per Plan Participant	2020	2021	2022	Change
Number of Participants	3228	3195	3177	-18
Medical Only	\$ 4,101.17	\$ 3,591.86	\$ 3,925.54	\$ 333.68
Total Plan Expense	\$ 5,710.07	\$ 5,198.47	\$ 5,823.38	\$ 624.91



# Human Resources

## Workers' Compensation By The Numbers

- Total claim frequency increased by 82 claims, or 25% from 2021 (329 claims) to 2022 (411 claims).
- Fire Department claims frequency increased by 25% (38 claims) from 152 in 2021 to 190 in 2022.
- Police Department claims increased by 38% (56 claims) from 146 in 2021 to 202 in 2022.
- Public Works claims frequency decreased by 45% (9 claims) from 20 in 2021 to 11 in 2022.
- Indemnity Claims (lost time) decreased by 52% (56 claims) from 108 in 2021 to 52 in 2022.
- On average, claims were reported timely within 5.1 days, which directly correlates with the overall cost of claims.
- In 2022, there were 168 reported COVID claims, up from 128 reported in 2021.

# HUMAN RESOURCES DEPARTMENT

## 2022 OBJECTIVES

Enhance recruitment methodology by adding tools that allow for greater outreach, inclusion and diverse applicants pools. Enhance the selection and interview process.

Accomplished in 2022: Launched Facebook and Search Engine Marketing for recruitment. Recruitment methodologies continue to be tweaked on an ongoing basis.

Implement City-wide employee Diversity, Equity and Inclusion training (Dare to Lead, Managing a Blended Workforce, Respect and Civility in the Workplace, etc.)

Accomplished in 2022: Launched several DEIB training with Department Heads, ERG Groups, Supervisors and City of Rockford Staff. Established ERG Advisory Groups to oversee the Employee Resource Groups and those efforts are ongoing in 2023.

Conduct a skills gap analysis to determine workforce-training needs.

Process started in 2022 and will continue to be worked on in 2023.

Develop a management training program focusing on leadership competencies and skill development.

Started evaluating in 2022. Plan being developed for 2023.

Monitor and expand the COR Wellness Center population engagement and dependent participation.

Evaluated numbers in 2022 and moving forward with a plan for 2023 to increase engagement.

# Human Resources

## Performance Measurements

### Performance Measurements

	2020	2021	2022
Applications	2866	3520	3615
Vacancies Filled	127	177	174
Workers' Comp Claims	514	329	411
Workers' Comp Lost Days	1187	1076	1049
Training Sessions	85	31	80
Health Insurance Participants	3205	3195	3177
Flex Spending Participants	274	307	304

# Human Resources

## Areas of Achievement

### Random Drug Testing Program

- ✓ Fire testing accomplished 25.5% of population with a maximum of 27% allowed.
- ✓ Police testing accomplished 27.68% with a minimum testing requirement of 25%.
- ✓ CDL License Holders testing completed 71 tests. Goal 50% annually.

# **Human Resources**

## **Areas of Achievement**

**2022**

- ✓ In partnership with the Finance and IT Departments, HR completed the transition to new FSA/HSA provider, Ameriflex. The team balanced and coordinated the transfer of funds into newly established FSA/HSA accounts for employees.
- ✓ An RFP was created and posted for both Workers' Compensation Third Party Administrative and Legal Defense Services. New vendors chosen.
- ✓ HR assisted the Finance Department with their audit by preparing various enrollment and financial reports related to the City's self-funded health plan.
- ✓ Claims and supporting documentation were submitted to the City's stop loss provider for 2021 health insurance claimants who exceeded annual stop loss deductible. Claims resulted in reimbursement to the City of \$616,059.60.

# Human Resources

## Areas of Achievement

2022

- ✓ Launched DEIB Employee Survey and analyzed the results.
- ✓ Completed formation of Employee Resource Groups and initiated activities to engage the Work Force around DEIB.
- ✓ Established a DEIB Advisory Group to guide the Employee Resource Groups in the future.
- ✓ Implemented a Strategic DEIB Plan for 2023.
- ✓ As a City, achieved a Municipal Equality Index (MEI) Score of 100.

# **Human Resources**

## **Areas of Achievement**

### **Other Employee Related Activities**

- ✓ The following Employee Resource Groups continue to meet monthly, hold events and contribute articles to Encore to educate our employees to promote Diversity, Equity, Inclusion and Belonging. Some of these items include:
  - LGBTQIA+ ERG (renamed Kaleidoscope 11/22)
    - Participation in Pride Event
    - Implemented liaisons between the Mayor's Office and Police/Fire Departments
    - Held t-shirt sells with proceeds to go to the Liam Foundation

# **Human Resources**

## **Areas of Achievement**

### **Other Employee Related Activities**

- ✓ The following Employee Resource Groups continue to meet monthly, hold events and contribute articles to Encore to educate our employees to promote Diversity, Equity, Inclusion and Belonging. Some of these items include:
  - Latinx ERG (renamed to Somos COR)
    - Summer and Fall Fiesta Celebrations with Food Trucks
    - Art Display
    - Taped video of encouragement for RESA Students



# **Human Resources**

## **Areas of Achievement**

### **Other Employee Related Activities**

- ✓ The following Employee Resource Groups continue to meet monthly, hold events and contribute articles to Encore to educate our employees to promote Diversity, Equity, Inclusion and Belonging. Some of these items include:
  - **Allies for African Americans ERG (AAA)**
    - **Art Display**
    - **Juneteenth Celebration**
  - **Women's ERG**
    - **Mentoring/Educational Group focused on leadership qualities**
    - **Reading and discussion around leadership topics**
    - **Launched Bonfire leadership training for Women**

# **Human Resources**

## **Areas of Achievement**

### **Other Employee Related Activities**

- **Nationwide Meetings onsite with Brian Miller (Sr. Retirement Specialist).**
  - **Came out twice in 2023 for several days to meet with each Department.**
- **NPPFA Meetings Onsite with Brandon Erbe.**
  - **Came out twice in 2023 for several days to meet with each Department.**
- **Halloween Costume Contest and floor decorating contest**
- **Relaunched week of United Way activities including Superhero/Villain Day, Hawaiian Day, Throwback Day, Team Apparel Day, the Chili Cook off and Penny Wars**
- **Relaunched the Holiday Party**

# **Human Resources**

# **Areas of Achievement**

## **Wellness 2022**

### **✓ Wellness Webinars offered**

**Get Financially Fit**

**Bringing Back Happy**

**Summer Fun in the Sun**

**Hostas (In person class)**

**Totally Tomatoes, Perfect Peppers (In person class)**

**Know Your Numbers**

**Diabetes Awareness & a1c**

**Setting Priorities and Goals for the New Year**

# **Human Resources**

## **Areas of Achievement**

### **Wellness 2022**

#### **✓ Other Wellness Offerings**

**Covid Booster Clinic**

**InBody Promotion**

**Visits by Clinic Nurse to various departments quarterly**

**Quarterly blood pressure checks**

**National Nutrition Month Promotion**

**Mental Health Promotion**

**School & Sports Physicals**

**Battle of the Badges –  
140 Pints Police, 136 Pints for Fire (828 lives saved)**

**Goodwill Drive –  
1,089 lbs. collected, 176 hours of mission services**

# **Human Resources**

# **Areas of Achievement**

## **Wellness 2022**

### **✓ Other Wellness Offerings**

**Biometric Screenings**

**Smoking Cessation Program**

**Flu Shot Clinic for Employees and Dependents**

**Flu Shot Clinic for retirees**

**Wellness Fair**

**Zumba Classes**

**Sugar River Raceway –  
fundraiser for Family Peace Center**

# **Human Resources**

## **Areas of Achievement**

### **Other Community and Volunteer Partnerships**

#### **✓ Job Fairs:**

- Participated in job fairs at Boylan High School, Jefferson High School, Boys & Girls Club, Pilgrim Baptist Church, Rock Valley College and Booker Washington Community Center (twice).

#### **✓ Community:**

- Participated in monthly Neighborhood Improvement Initiatives to promote job openings
- Launched a successful United Way Campaign, raising \$38,280.
- Continue to partner with local colleges to offer discounts on tuition. Periodic webinars for employees by those Universities that request

# **Human Resources**

## **Areas of Achievement**

### **Other Community and Volunteer Partnerships**

- ✓ **Continued Conscious Coaching program to employee students in Public Works summer hydrant painting positions.**
- ✓ **Supported the Public Works Department in the launching of the Summer Neighborhood Sidewalk Program, a mentorship program employing individuals to replace sidewalks while giving them the necessary skills to find a position in the industry after they leave the temporary position at the City.**

# **Human Resources**

## **Areas of Achievement**

### **Employee/Supervisor Training**

- ✓ **Dare to Lead: Deeper Dive with Department Heads**
- ✓ **Diversity, Equity, Inclusion and Belonging Training with Department Heads, ERG Groups, Supervisors, City of Rockford Staff**
- ✓ **HR Staff FOIA Training**
- ✓ **930 employees completed Sexual Harassment Training in 2022**
- ✓ **HR Staff completed budgeting tool training**
- ✓ **Completed FMLA/WC Training for Supervisors**



# *Legal Department*

*Achievements from January 1, 2022 through December 31, 2022*

## **City Council –**

- 304 Committee Reports
- 291 Resolutions
- 255 Ordinances

## **Highlights include:**

- Rockford REGROW Grants Awarded
- Mobile Integrated Health – Mental Health Program Grant Awarded
- Nearly 20% Increase in FOIA Requests
- Increased Fine Collections by 10%

## *Legal Department*

*Achievements from January 1, 2022 through December 31, 2022*

### **Claims –**

- 118 Claims for reimbursement.
- 9 Claims were approved for payment totaling \$7,125.08

### **Ordinance Prosecution –**

- 1,583 Code of Ordinances cases
- 4,154 Zoning Ordinance cases
- 790 Building and Property Maintenance Code cases

### **Demolitions and Blight Reduction Efforts –**

- 24 residential and 3 commercial structures
- 13 appeals and objections to demolition defended in state court (216% Increase from 2021)

# *Legal Department*

*Achievements from January 1, 2022 through December 31, 2022*

## **Grants:**

- Awarded the Winnebago County Community Mental Health Board grant of almost \$4 million for Crisis Co-Response Team (Police) and Mobile Mental Health Program (Fire).
- Finalized awarding for the first round of REGROW Grants to all award recipients.
- Instituted the GAPP document for our internal grant monitoring process. It will help to minimize repetitive information and allow for one saved document instead of multiple documents.
- Provided grant training to all city departments.
- Maintained grant portfolio of over \$57.6 million.

## **Contracts:**

- Maintained compliance with Illinois Prevailing Wage and Davis-Bacon Requirements.
- Maintained MWBE registration list of 92 unique participants.
- Partnered with several local government agencies such as the School District, the Park District, and County to bring the Government Purchasing Expo back to our community. This year we focused on providing resources to local and aspiring entrepreneurs as well as educating businesses on how they can do business with their local government entities.
- Developed Section 3 Contractor forms to provide additional guidance and clarity to our contractors.

# *Legal Department*

*Achievements from January 1, 2022 through December 31, 2022*

## **FOIA-**

- 3,335 requests processed
  - 17.4 increase in requests from 2021

## **Impounds-**

- 1741 cases adjudicated
  - Slight decrease (less than 3%) from 2021
- \$325,910.19 collected in administrative fees
  - Approximately a 7% decrease from 2021

# *Legal Department*

*Achievements from January 1, 2022 through December 31, 2022*

## **Land Transactions-**

### **Completed Transactions**

#### **Acquisitions Pending:**

5824 Guilford Road -Water department booster zone  
2233 Charles Street- Storm water mitigation  
907 Ridge Avenue- Whitman Interchange

#### **Sales:**

1524 18<sup>th</sup> Avenue for \$1,000  
1044 School Street for \$1000  
1502 School Street for \$1,000  
416 Underwood for \$1,000  
436 Underwood for \$1,000

#### **Projects:**

9<sup>th</sup> Street reconstruction and sidewalk- 29 easements  
Parkview Sidewalk- 15 easements and 4 ROW 1 easement still needed  
Charles Street reconstruction phase 1 10 easements

### **Ongoing Acquisition Projects**

#### **Whitman and Main realignment**

34 easements 5 ROW needed

#### **Charles Street Reconstruction phase 2&3**

24 easements needed

#### **East State Street Sidewalk Gaps**

12 easements needed

#### **West State Street Sidewalk Gaps**

11 easements needed

#### **Relocation 2233 Charles Street tenants**

5 tenants to relocate and rebrand

## *Legal Department*

*Achievements from January 1, 2022 through December 31, 2022*

### **Liquor and Tobacco Licenses –**

34 Liquor and 14 Tobacco Licenses approved

3 locations approved for 6<sup>th</sup> Video Gaming Terminal

34 Liquor Licenses which include:

- 24 Consumption/Liquor by the drink (only)
- 6 Packaged Liquor (only)
- 4 Consumption and Packaged Liquor (combined)
  
- 10 Liquor licenses to new businesses
- 24 Liquor licenses to existing businesses that:
  - Had a change in ownership
  - Had a change in location
  - Sought modification to add beer garden or additional stockholders or video gaming
  - Was an existing business that added liquor

## *Legal Department*

*Achievements from January 1, 2022 through December 31, 2022*

### **Litigation –**

Personal Injury and Property Damage:

- 45 lawsuits
  - 16 in federal court
  - 27 in state court
  - 2 in state appeals court

Employment:

- 2 lawsuits pending in federal court

Collections:

- 30 Small Claims lawsuits in state court

## *Legal Department*

*Achievements from January 1, 2022 through December 31, 2022*

### **Labor Negotiations-**

#### AFSCME Big Group / AFSCME B Group

The Collective Bargaining Agreement was in effect through December 31, 2021. The parties are engaged in bargaining sessions for a successor agreement.

#### AFSCME C Group

The Collective Bargaining Agreement is in effect through December 31, 2023. The parties will be engaged in bargaining sessions in 2023.

#### IAFF

The Collective Bargaining Agreement is in effect through December 31, 2026, with reopener for all provisions except insurance beginning on January 1, 2025. In January 2023, the successor agreement (1/1/2022 through 2/31/2024) was ratified by IAFF and approved by City Council.

#### PBPA

The Collective Bargaining Agreement expired December 31, 2022. For the first time in at least the past twenty years, the parties negotiated the successor agreement (1/1/2023 through 12/31/2025) before the expiration of the current contract. In January 2023, the successor agreement was ratified by PBPA and approved by City Council.



# Information Technology

PRESENTED BY:

Todd Hughes

Information Technology Director

# Information Technology

## Monthly Availability Analysis for 2022

A complete analysis on Monthly Server Availability

Month With MAX Network Availability (Feb)

100.00%

Month With MIN Network Availability (May)

91.68%

Avg Monthly Network Availability

94.23%

Month With MAX Server Availability (Jan)

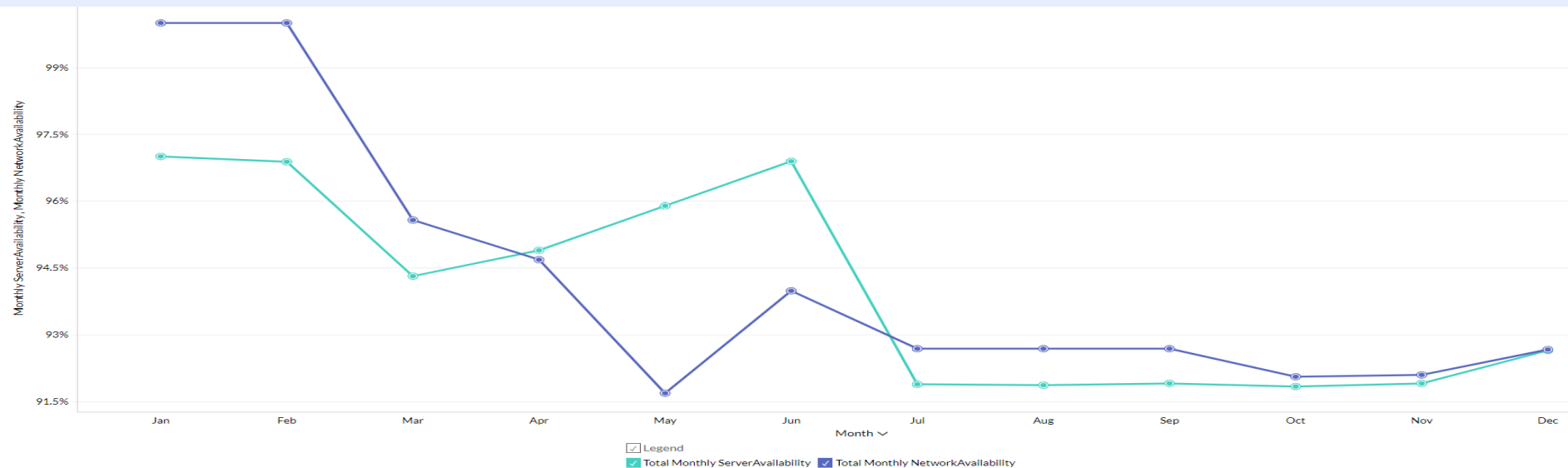
97.0%

Month With MIN Server Availability (May)

91.8%

Avg Monthly Server Availability

94.0%



# Information Technology

## Monthly Availability Analysis for 2022

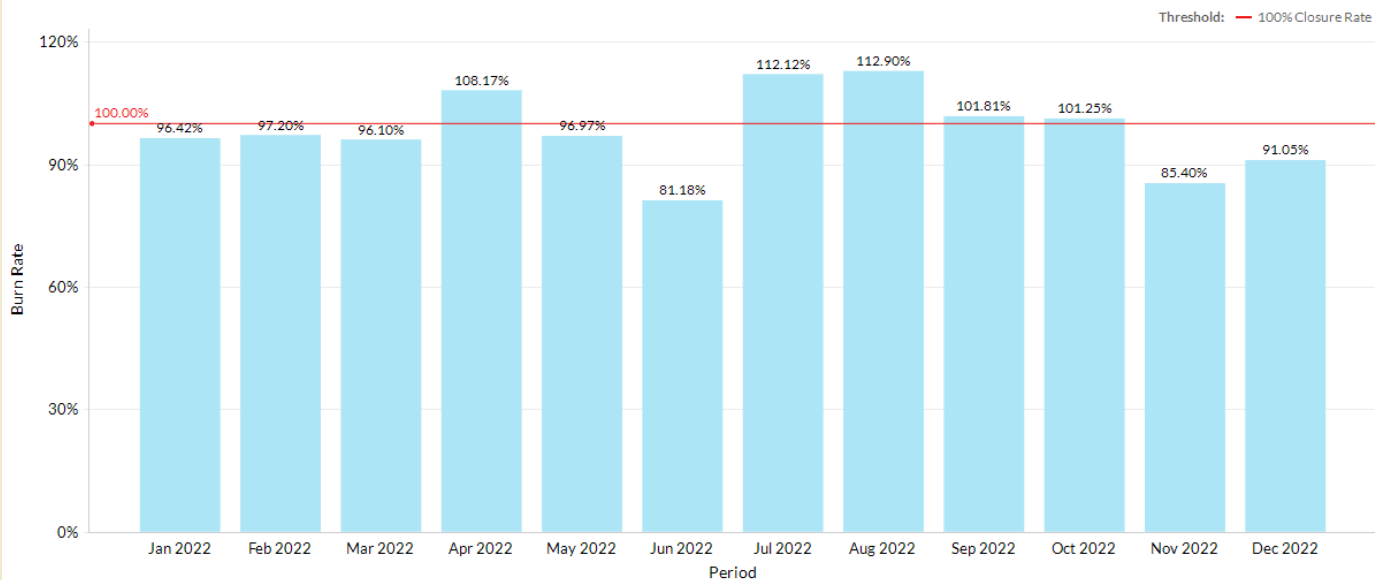
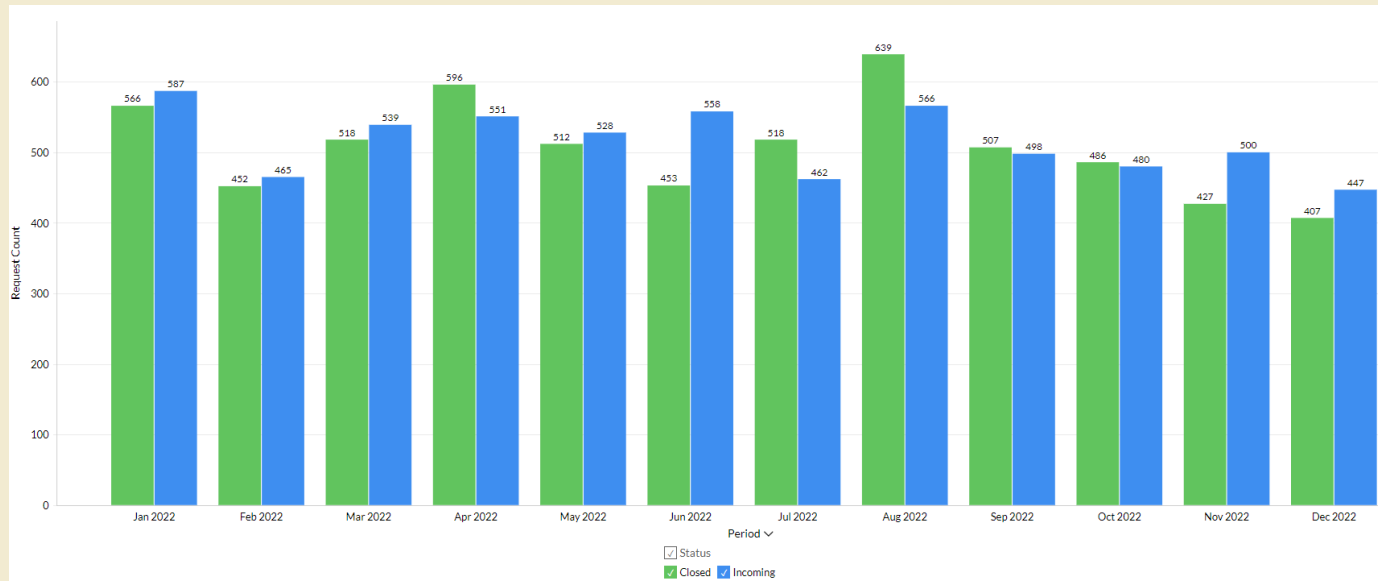
A complete analysis on Monthly Server Availability

Server and Network Availability 2022



ManageEngine Analytics Plus

# Information Technology



# Information Technology Key Strategic Initiatives 2022

- Enhanced new CAD / Mobile / RMS systems and close project
- Continue to Enhance Network Security Posture / Business Continuity Plan
- Redefine IT Purpose and Mission (To be of maximum service)
- Alignment of IT Support with stakeholder's mission / needs
- Upgrade feature set and hardware for VoIP Phone system
- Implement Squad Camera System for Police Department
- Upgrade existing firewalls throughout the City.

# *Information Technology*

**2022**

## **Achievements**

- Managed CAD/Mobile/RMS Project Implementation
  - Continued Training of all Law Enforcement Agencies
  - Continued working on all interface to third party systems
  - Continue to build standard reports
  - Established a Governance Board and codified data sharing agreements
  - Implemented CueHit (911 Customer Satisfaction Survey System)
- Implemented Local IQ- to facilitate HR recruiting efforts.
- Continued to enhance our network security posture
  - Implemented Mobile Device Management
  - Completed PC / Server Software patching cycles
- Continued improvement of KPIs measuring performance of IT Department
- Replaced expensive copper circuits to Fire Dept radio locations with fiber. (cost avoidance)
- Deployed asset tracking software for Public Works Department.

# *Information Technology*

## **2022 Achievements**

- Handle with Care Initiative- successfully integrated police reported victim information into RPS205 system for teachers proactive awareness of potential trauma induced situation with students.
- GIS-created heat map associated with calls for service associated with Handle with Care which provides management information on where social services may be of optimally placed.
- Collaborated with RPS205 to established Secure, authorized police access to RPS205 camera system.
- Facilitated 911 Center and HR Department renovation.
- Upgraded existing VoIP phone system with highly available services, additional feature sets and improved hardware.
- Implemented Mobile Device Management (MDM) for iPads for City Council for better support, iOS upgrades and remote updates.
- Developed and published ATV Registration Application
- Awarded Website upgrade RFP. Implementation scheduled for May 2023.
- Participated in Emergency Operation Center Exercise.
- Created standard hardware minimum requirements for City purchases
- Successfully replaced perimeter firewall with Next Generation Protection
- Renewed Cyber Security Insurance for 2022.

# *Information Technology*

## **2022 Achievements cont.**

- Successfully organized working team to define business requirements for a new Rental Registry Application and sent out for RFP.
- Implemented Closed Captioning for City Council broadcast
- Upgraded Threat Management Gateway further enhancing e-mail security
- Implemented Lobby Guess Check-in / Tracking Application to measure visitor foot and increase security.